

# NORFOLK DEAF ASSOCIATION (NDA)

England & Wales · Charity number 1146883

## Details

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**Other names** Hear for Norfolk

**Status** Registered

**Legal form** Charitable company

**Company number** [07966408](#)

**Registered** 2012-04-16

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Norfolk Deaf Association (NDA)  
14 Meridian Way  
Meridian Business Park  
Norwich  
NR7 0TA

**Phone** 01603404440

**Email** [nda@hearfornorfolk.org.uk](mailto:nda@hearfornorfolk.org.uk)

**Website** [www.hearfornorfolk.org.uk](http://www.hearfornorfolk.org.uk)

## Activities

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**Objects:** THE CHARITY'S OBJECTS ("THE OBJECTS") ARE SPECIFICALLY RESTRICTED TO THE FOLLOWING:(1) TO RELIEVE AND ASSIST DEAF AND HARD-OF-HEARING PEOPLE IN THE MITIGATION OF THE EFFECTS OF WHOLE OR PARTIAL LACK OR DEFECT IN HEARING OR SPEECH OR BOTH.(2) TO IMPROVE THE QUALITY OF LIFE AND RELIEVE NEEDS OF PERSONS WITH ALL DEGREES OF HEARING LOSS OR HEARING RELATED ISSUES BY PROVIDING ITEMS, SUPPORT, ACTIVITIES OR FACILITIES IN THE INTERESTS OF SOCIAL WELFARE, DESIGNED TO IMPROVE THEIR CONDITION OF LIFE.

**Activities:** Norfolk Deaf Association (NDA), which operates as Hear for Norfolk, is a Norwich-based organisation with a mission to improve the quality of live of people with all degrees of hearing loss and related conditions. We provide the following services: Hearing Support, Aural Care, Adult Audiology, Wellbeing Support and Hearing Loss Awareness Training. We operate across the county of Norfolk.

## Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

## Geography

- Norfolk

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£849,228	£920,821	£213,450	24
2024-03-31	£1,019,850	£1,032,724	£281,290	26
2023-03-31	£867,728	£757,246	£293,535	21
2022-03-31	£533,582	£461,912	£184,727	12
2021-03-31	£329,199	£284,516	-	-

## Trustees

Name	Role	Appointed
Jill Penn	Chair	2023-07-27
Dr Richard James Allen Cadman		2022-07-28
JOHN SYDNEY LEWIS HIRST		2012-03-08
Peter Richard Prinsley		2017-07-20
Ruth Anne Moate		2022-07-28

**NORFOLK DEAF ASSOCIATION (NDA)**

England & Wales - Charity number 1146883

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# Accounts

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**Registered number: 07966408**  
**Charity number: 1146883**

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025**

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2025**

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<b>Trustees</b>	J Penn, Chairperson P R Prinsley MP C I M I C Cant, Vice Chair R A Moate, Treasurer Dr R J A Cadman J S L Hirst
<b>Company registered number</b>	07966408
<b>Charity registered number</b>	1146883
<b>Registered office</b>	14 Meridian Way Norwich Norfolk NR7 0TA
<b>Patrons</b>	Sir Richard Jewson KCVO JP Lady Dannatt MBE, Lord-Lieutenant Norfolk
<b>Chief executive officer</b>	A Derrett
<b>Accountants</b>	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ
<b>Bankers</b>	Santander UK plc Bridle Road Bootle Merseyside L30 4GB  CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
<b>Solicitors</b>	Leathes Prior Solicitors 74 The Close Norwich Norfolk NR1 4DR

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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The Trustees present their annual report together with the financial statements of the Charity for the year 1 April 2024 to 31 March 2025. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

**Reference and administrative details**

The Norfolk Deaf Association (NDA) is a charitable company founded in 1898 and first registered with the Charity Commission in 1962. In February 2012 NDA registered as a Company Limited by Guarantee and, as a consequence, re-registered with the Charity Commission in April 2012. The Charity's governing documents are the Memorandum and Articles of Association. In July 2020, following the approval from the Charity Commission, NDA began to operate under the working name of **Hear for Norfolk**.

The address of the registered office is as shown on the first page. Details of the Trustees/Directors, the Patrons, the Chief Executive Officer and principal professional advisers are also given on the first page.

**Norfolk Deaf Association (NDA) Objects**

The Norfolk Deaf Association's charitable objects are:

"To relieve and assist Deaf and hard-of-hearing people in the mitigation of the effects of whole or partial lack or defect in hearing or speech or both.

To improve the quality of life and relieve the needs of persons with all degrees of hearing loss or hearing related issues by providing items, support, activities or facilities in the interests of social welfare, designed to improve their condition of life." *(extract from NDA's Memorandum and Articles of Association)*

**Structure, governance and management**

**a. Constitution**

Norfolk Deaf Association (NDA) is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

**b. Methods of appointment or election of Trustees**

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Structure, governance and management (continued)**

**c. Organisational structure and decision-making policies**

The Trustees of Hear for Norfolk have the overall responsibility for the governance and strategic direction of the Charity. Trustees are either elected or co-opted to the Board and can stand for re-election. During this financial year the Board of Trustees consisted of six Trustees/Directors and had three officers (Chairperson, Vice-Chair and Honorary Treasurer).

The Board of Trustees meets quarterly and reviews strategy and performance, and monitors implementation plans and budgets. In line with the requirements of the governing document Trustees also organise an Annual General Meeting at which elections take place and resolutions are passed.

In between the main Board of Trustees meetings, the Chief Executive Officer has regular communications with the Chairperson and the Treasurer, and the Trustees alike.

**d. Policies adopted for the induction and training of Trustees**

New Trustees are recruited based on the skills and expertise that have been identified as required to effectively govern the Charity. An open recruitment process, as well as targeted approach, is used when recruiting new Trustees. Interested candidates are asked to submit their CV and a statement about why they wish to join the Board, what particular skills they will bring and what contribution to the Board and the Charity they can make. There is a formal interview with the Chairman and the Chief Executive. The candidates are also given the opportunity to visit some of the services and attend one or two Board meetings before making the final commitment.

The current Trustees are familiar with the work of the organisation, as the majority of them have been involved with the Charity for a number of years. A skills audit of individual Trustees is undertaken on a regular basis and the findings inform the future recruitment to the Board.

A Trustee induction e-pack is in place, which is given to all newly recruited Trustees. The pack includes various Charity Commission publications, published accounts, financial procedures, the Charity's risk assessment, the current business plan, working budget, roles and responsibility of a Trustee and the Board, Trustee Code of Conduct and the Memorandum and Articles of Association.

The Chairman of the Board of Trustees and the Chief Executive Officer meet with new Trustees to cover:

- + The obligations of Trustee Board members
- + The main documents that set out the strategic/operational framework for the Charity
- + Resources and the current financial position
- + Future plans and objectives
- + An overview of the work of the organisation and staff team

Trustees are encouraged to attend training sessions to develop their skills and knowledge.

The Trustees adopted the Charity Commission's Charity Governance Code 2017.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Structure, governance and management (continued)**

**e. Risk management**

The Board is responsible for the management of the risks faced by the Charity. Detailed consideration of the risks is delegated to the Chief Executive. Risks are identified, assessed and controls established throughout the year. A formal review of the Charity's risk management processes is undertaken on an annual basis and risks are reviewed on a rolling cycle.

The key controls used by the Charity include:

- + Strategic planning, budgeting, and management accounting
- + Organisational and governance structure and lines of reporting
- + Formal written policies, which are reviewed regularly
- + Hierarchical authorisation and approval levels
- + Regular assessments of risk at Board meetings
- + Formal agenda for trustees' Board activity

Through the risk management processes established for the Charity, the Trustees are satisfied that the major risks identified have been adequately mitigated where necessary. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

**Objectives and activities**

**a. Our Vision and Mission**

Our **vision** is to continue to be the community healthcare provider of choice for people with hearing loss and related conditions.

Our **mission** is dedicated to improving the improving health and wellbeing, aiding communication, and enhancing the quality of life of people with hearing loss and hearing related conditions of all ages, their families and carers.

We achieve this by providing practical and emotional support, aural care, hearing aids maintenance, hearing assessment and fitting, otoscopy, hearing loss awareness training, and information and advice on hearing loss and hearing related conditions, and assistive listening devices.

We are true to our **values** and they are at the heart of everything we do.

**Inclusivity** – we believe in making our services available and accessible to anyone who needs them. We believe in staff having the ownership of the services we provide and be empowered to proactively make improvements in their areas of work.

**Integrity** – we believe in treating people with respect, being open, honest and trustworthy. We believe in transparency, accountability, recognising our limitations and in strict adherence to confidentiality.

**Responsiveness** – we believe in a safe, timely, effective, efficient and flexible modus operandi. We believe in responding promptly to the changes in need of our service users, as well as the changes required within the organisation to ensure we maintain a high-quality provision.

**Resourcefulness** – we believe in finding effective solutions to solve problems, in assessing the need to enable us find 'a way to help'. We believe in planning in accordance with resources available, in delivering cost effective services and being financially prudent, working as a team and in a collaborative way with other organisations.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Objectives and activities (continued)**

**b. Main activities undertaken to further the Charity's purposes for the public benefit**

The Trustees confirm that they have complied with their duty in section 4 of the Charities Act 2011 to have due regard to the public benefit guidance used by the Charity Commission for England and Wales. The Trustees further confirm that the activities of the Charity are carried out, in line with its objects, for the public benefit.

The Charity's main objective for the public benefit is:

To provide providing practical and emotional support, aural care, hearing aid maintenance, hearing assessment and fitting, otoscopy, hearing loss awareness training, and information and advice on hearing loss and hearing related conditions, and assistive listening devices to people of all ages with all degrees of hearing loss in Norfolk.

The Charity achieves this objective by delivering the following services:

**Aural Care Service** is aimed at improving the quality of life for people who are affected by excessive ear wax. We offer the Aural Care Service (ear wax removal clinics using suction under magnification and, if required, manual instruments), delivered from easily accessible community-based clinics, mobile ear care clinic, and domiciliary and care home visits for patients that are housebound. The service is run by a team of professionally trained and experienced Aural Care Practitioners, who are registered nurses and have completed specialist aural care training.

**Adult Audiology Service** is aimed at assessing hearing function, advising on the most beneficial treatment for hearing loss, dispensing and fitting hearing aids. We offer this NHS funded accessible audiology service to people age 50+ with age related hearing loss. The service is delivered by trained, registered and experienced Audiologists from our community-based and mobile clinics, and as well as through domiciliary and care home visits for housebound patients.

**Hearing Support Service** the aim of this service is to offer assistance to users of NHS hearing aids by providing emotional support, routine maintenance of their hearing aids, advising on their use, communication tactics and the available assistive listening devices. We deliver this service by reaching our service users through home visiting, community-based clinics, and a mobile clinic. This outreach support service is managed and administered by a small team of paid staff and delivered across Norfolk by a team of well-trained and dedicated volunteers. As part of this service, we offer the **Ear Otoscopy clinic**, which is aimed at screening individuals for the presence of ear wax, debris and foreign bodies and referring for appropriate treatment, if required.

**The Cuppa Care Project** offers emotional, wellbeing and practical support, information and advice to members of the community who might experience loneliness or isolation or who might require specialist support or advice. This service is led by Hear for Norfolk and delivered in partnership with a range of charities and other local organisations.

**Hearing Loss Awareness Training** aims to increase the awareness and understanding of the challenges faced by people with all degrees of hearing loss in the workplace, education and in social settings. The training is delivered face-to-face as well as online, enabling us to meet the needs of different organisations and individuals.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance**

**a. Review of activities**

**Organisational level**

Throughout the year the Trustees have monitored the implementation of the objectives set for the year through the Chief Executive's report at the Board meetings. The Trustees are pleased to report that the services delivery objectives set for the year have been achieved.

The Trustees would like to acknowledge the operational challenges experienced during the year, with a long-time lasting uncertainty in relation to contracts with the local NHS affecting the Aural Care Service, which impeded the Charity's ability to plan and retain the required staff capacity to meet the demand.

Further challenges were experienced in relation to staff resourcing of activities due to a number of colleagues retiring, challenges with recruiting to Audiology Service due to national shortage of qualified professionals and inability to recruit to Aural Care Service resulting from the uncertainty created by local NHS commissioners as mentioned above.

However, despite the aforementioned challenges and with thanks to The Big Lottery Community Fund and several Trusts and Foundations, the Charity continued with the successful delivery of its Cuppa Care Project, extending its reach to more locations across Norfolk and providing a reliable, regular and accessible emotional and practical support, information and advice to people in local communities.

Whilst some services performance targets set for the year have not been met as a consequence to issues mentioned above, overall, the organisation performed well, responded to the needs identified by its service users and is able to demonstrate the positive impact and difference made to people's lives.

The funding environment became tougher during the year, with a notable reduction in the level of donations received comparing to the previous years and the size of grants secured being of lower value. We are, however, are very grateful to all the individual donors, Friends of Hear for Norfolk, grant making Trusts and Foundations for all the financial support provided, and the NHS Norfolk and Waveney ICB and James Paget University Hospital for the services contracts, all of which enabled us to continue deliver our high quality and accessible services and support to people of Norfolk.

A formal review of the achievements of objectives and key performance indicators set in the Business plan for the year has been carried out by the whole staff team, the finding of which have been reported to and discussed by the Board of Trustees at the end of the financial year. The key objectives and priorities for 2025/26 financial year have been agreed on as part of these meetings. A summary of these objectives can be found in the 'Plans for the future section' of this report.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

**Services**

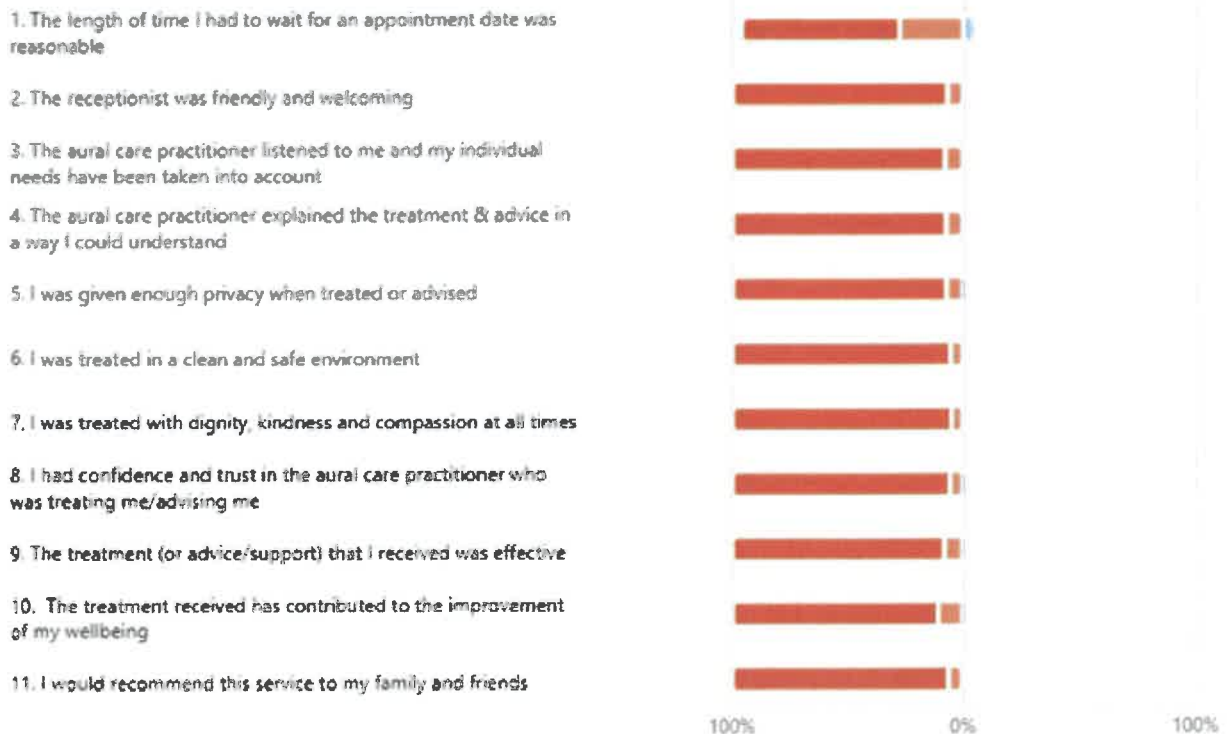
***Aural Care Service (ACS) – ear wax removal using microsuction***

The Aural Care Service (ACS) continued to offer ear care to GP and self-referred patients from its community-based and mobile clinics, and undertake care homes and domiciliary visits to housebound people. The aural care team experienced a reduction in nursing hours as a result of staff retirement and our inability to recruit to the required capacity caused by the uncertainty with continuation of our contract with the local NHS. None the less, staff were able to work some overtime and do their utmost to meet the demand.

During the year we run **182** mobile clinics and **251** community-based clinics, delivering a total of **8,259** aural care appointments. Of those, **5,238** appointments were attended by patients that have been referred by their GP, **2,037** appointments attended by fee-paying patients and **734** appointments attended by patients referred to us by James Paget University Hospital. In addition, we carried out **250** domiciliary and care homes visits.

Patients accessing our Aural Care Service are provided with a post-procedure feedback form that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received. Below is a summary of the responses received from 1,181 patients who completed the form. Patients are asked to agree or disagree with a set of statements:

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

Many patients write or call us following the procedure to tell us about the difference our support has made to them. A few examples below:

*"Your service was prompt and very expertly provided. Many thanks for the restoration of my hearing."*

*"Amazing, wonderful to be able to hear properly again!"*

*"The nurse was amazing and so was the lady who greeted me at the door. Fantastic service - excellent in all areas."*

*"Brilliant, first time I could hear without aids for 5 years."*

*"May I take this opportunity to say a special Thank You for my appointment for your microsuction service, which was totally painless, in a very friendly atmosphere and perfect advice. Thank you most kindly for your attention and your second to none service."*

*"I attended the appointment at the Kings' Lynn Ear Care Mobile Clinic as arranged. Both members of staff were courteous and explained the arrangements in detail. The procedure was carried out quickly and efficiently. I would recommend this service to anyone having problems with ear wax."*

*"Very many thanks for arranging this morning's appointment at your Aural Care Clinic. Please relay my appreciation to all concerned. I was most impressed with the whole experience. I had no previous knowledge of the facility, nor of the techniques employed. The microsuction worked a treat in one ear although my left ear needed some gentle manual treatment as well. The whole process was undertaken quickly and efficiently and thus far, I have experienced no untoward aftereffects."*

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

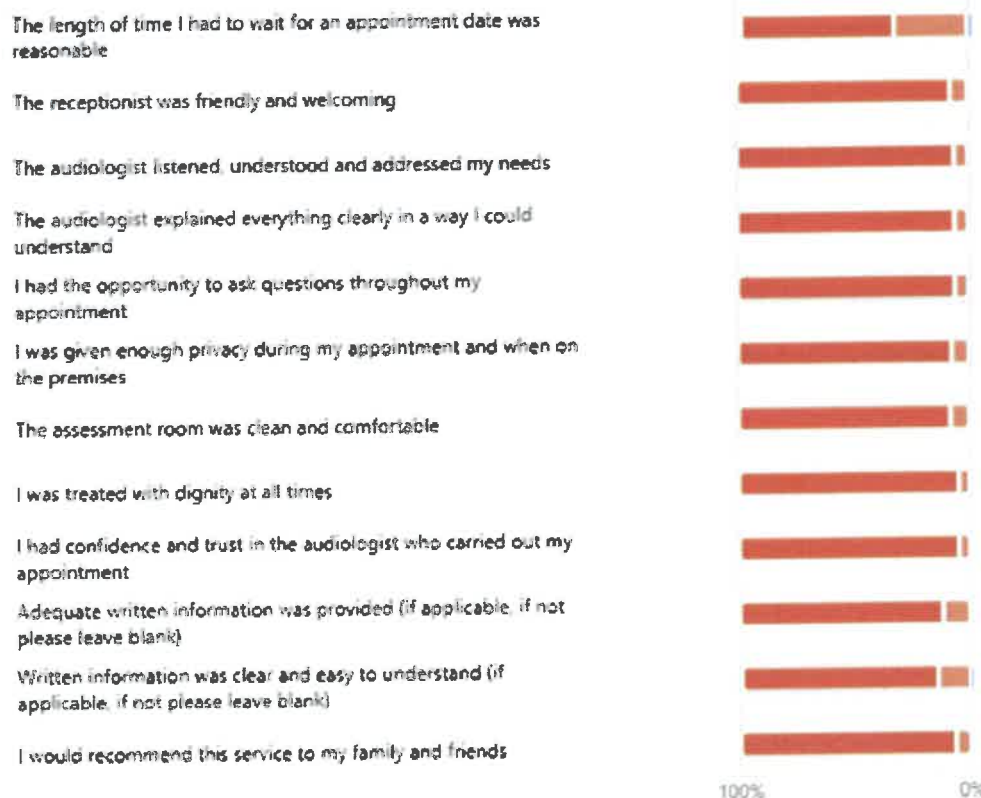
**Adult Audiology Service (AAS) – hearing assessment, fitting of hearing aids and aftercare**

We fully embedded the AAS into our range of activities during the 2024-25 financial year by increasing the number of mobile hearing assessment clinics locations we visit in the Central Norfolk and have seen a considerable increase in the number of aftercare appointments to patients issued with hearing aids by our AAS, as patients progressed through their 5-years pathway since the initial assessment. We had one audiologist retiring during the year and one who went on maternity leave. This has added a notable pressure on the remaining staff, and consequently impacted on the number of clinics we were able to deliver. The position was successfully addressed when we have appointed a new colleague to the team in the third quarter of the year.

During this financial year we have delivered **155** community-based clinics, **85** mobile clinics and carried out **220** domiciliary and care homes visits. Through these clinics and visits we have seen **1,014** patients, of which **696** patients have been assessed and fitted with two hearing aids, **49** with one hearing aids, **54** have been referred to the local hospital ENT and Audiology Departments for further investigation due to the complexity of their condition, and **215** patients requiring aural microsuction or were discharged not requiring hearing aids. We have delivered **3,090** aftercare appointments.

Patients accessing our Adult Audiology Service are provided with a post-assessment/fitting feedback form that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received, as well as gain their contribution toward the service improvement. 178 completed questionnaires have been returned and analysed, providing the following insights:

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree



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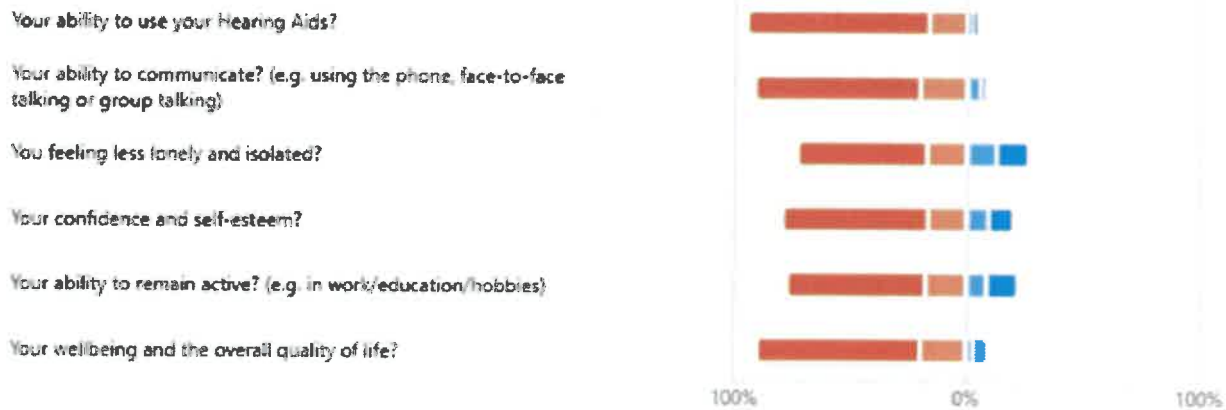
**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

We are also asking service users who received the Aftercare support to identify the difference our support has made to them. We received 346 responses last year with the following results:

● Big difference    ● Some difference    ● Little difference    ● No difference



Like with the other services, we received many unsolicited written and verbal feedback regarding this service and the difference it has made to people accessing it. A few examples below:

*"Just a few lines to thank you for the information you gave my wife about your service. My appointment came very quickly, and my wife took me along this morning. The test took an hour and concluded with new hearing aids being fitted. The audiologist was very efficient and friendly as were the office staff. I was very impressed with the service as a whole."*

*"I came for my Hearing Assessment and found it to be a great experience, my hearing was found to have deteriorated more than I thought it could have, the audiologist identified the frequencies I was now missing and fitted me with a pair of hearing aids which are providing me with a great new hearing experience, music, TV and birdsong when I am walking my dogs are much enhanced."*

*"I would like to share my positive feedback for hearing aids, I absolutely depend on them, and I am very thankful for the aftercare follow up and support."*

*"This service [aftercare] is excellent and very much appreciated. Staff are welcoming and friendly with empathy for the user."*

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

***Hearing Support Service (HSS) – maintenance of NHS issued hearing aids and ear otoscopy***

The Hearing Support Service (HSS) is our most long-standing support service, established over 35 years ago and offering practical assistance, information and advice to users of NHS hearing aids. The support provided by the HSS is absolutely necessary and essential for continued and regular use of hearing aids, as hearing aid components deteriorate with daily use and need regular maintenance or replacement to keep them in working condition and effective. The majority of our service users are not able to undertake the self-maintenance due to age-related dexterity, frailty or memory issues.

HSS is highly accessible and is delivered across Norfolk by a small team of part-time staff, and a team of well-trained and dedicated volunteers via home visiting, community-based and mobile clinics, over the phone, online and via the postal service.

During the year we have further increased the number of community-based clinics sessions. To achieve a more efficient use of our resources, and most importantly to enhance the support offered during one point of contact, we have fully integrated the delivery of our outreach mobile hearing support with the 'Cuppa Care' sessions. This has also enabled us to increase the reach of the service and support more people closer to where they live. We received very positive feedback from our service users regarding the integration of these two activities.

We continued to work in close collaboration with Audiology Departments from the Norfolk & Norwich University Hospital, James Paget University Hospital, and West Suffolk Hospital. The hospitals provide us with the supplies required to undertake maintenance and repair work. We work closely with a number of care homes, GP Practices, local charities, community organisations and supermarkets, who make their premises available to us free of charge, so we can run our community-based clinics or use the car parks to accommodate our mobile clinic.

HSS supports a large proportion of the elderly population of Norfolk. A big percentage of this cohort are experiencing hearing loss by virtue of ageing, but they are also affected by other issues such as loneliness, isolation, ill health, mobility issues and challenges with access to services due to the rurality of our county. Rural and coastal areas of Norfolk experience challenges with their infrastructure, with many residential areas lacking reliable public transport and access to services. We do our best to bring our services into the community to ensure equal access.

To alleviate some of these challenges and to ensure that our support is accessible, we run our HSS clinics across the county on a regular and timetabled basis from either our mobile clinic ('Cuppa Care'), covering 34 locations across Norfolk, 7 community-based venues, 20 care homes/sheltered accommodations, and domiciliary visits for housebound service users. Clinic sessions are generally run as 2-hour sessions, with the length of the appointment being 15 minutes an average.

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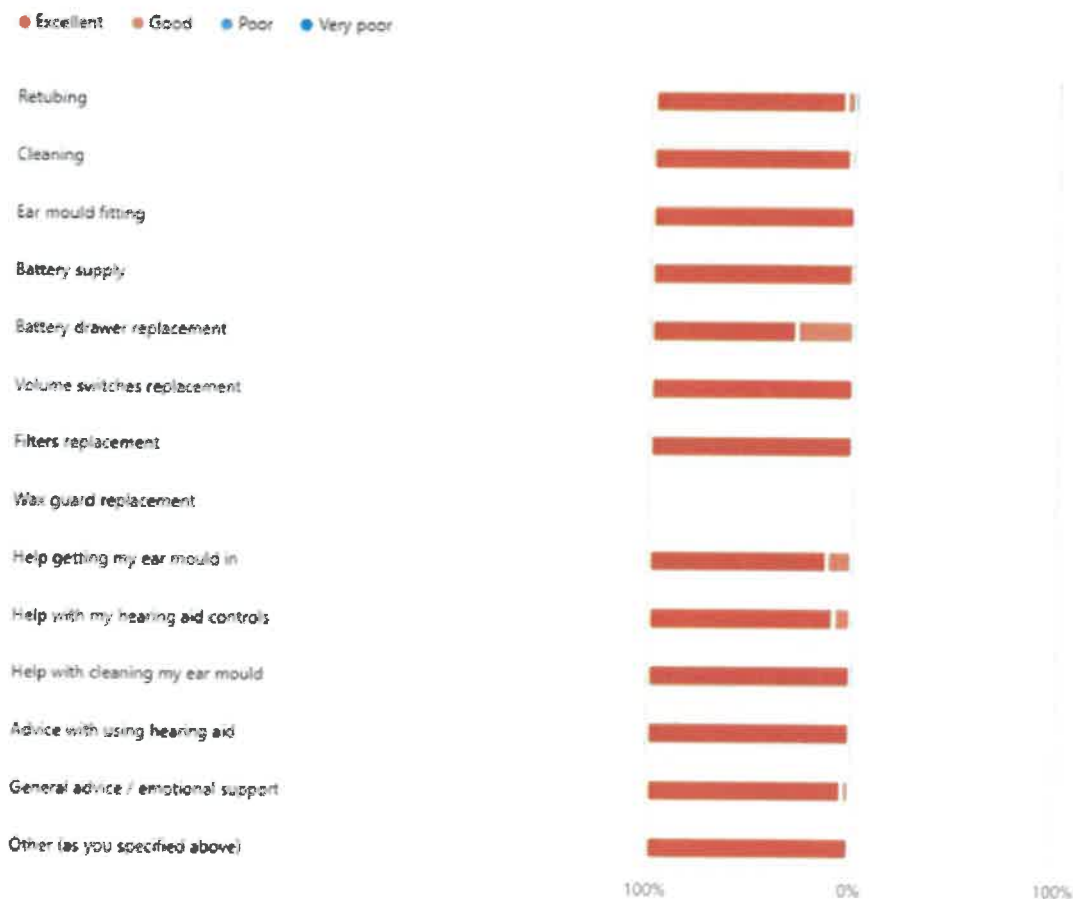
**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

During the last financial year (2024-2025) we held **505 clinics**, delivering a total of **3,049** appointments to **2,040** unique service users. Out of this total **111** service users received a home visit through **177** appointments, **953** were seen at a community-based clinic through **1,408** appointments and **976** were helped on the mobile clinic through **1,464** appointments. We estimate that we supported an additional **1,200** people over the phone, e-mail or letter with advice, information or help with accessing services provided by local hospitals Audiology Departments or other healthcare providers. **613** new people joined this service during the year.

We utilise an Outcomes Measuring Questionnaire to monitor the difference we made with our Hearing Support, as well as to obtain feedback on the quality of the service received. One of the questions asks respondents to grade between 'Excellent' to 'Poor' the help they received with various element of support provided. Below are the results from 200 returned questionnaires:



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

We regularly receive written and verbal unsolicited feedback from people accessing the HSS, with a few examples provided below:

*"As always my visit today has been a joy, met with cheerfulness & care."*

*"Your staff are very experienced. Warm and welcoming service."*

Mrs X called in to express her gratitude to Sally [the volunteer] who came out to help with hearing aids. She said Sally was *"so helpful and so informative. I can hear lovely, I'm so grateful."*

*"Brilliant service. Kind, helpful and professional."*

*"Very good and well-run outreach and mobile clinics."*

The **Otoscopy** clinics have become a regular activity. We have trained additional staff and volunteers with clinical background to carry out the otoscopy screening and, as a result, have been able to increase the number of sessions run.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

***'Cuppa Care' Project***

The delivery of regular outreach, community based emotional support, information and advice has continued throughout this year through our 'Cuppa Care' project. The addition of Hearing Support to the Cuppa Care sessions has been very welcomed by our service users. A number of other local organisation, such as Age UK Norwich, Healthwatch and Age UK Norfolk have joined the session providing assistance to service users who required their specialist input.

During the year we have delivered **331** support sessions from **34** locations across Norfolk. In total we supported **1,842** people though **2,016** contacts. This number does not include by-passers who picked up information/leaflets and enquired about the project. The greater majority of people attended the sessions for social interaction ('a chat and a coffee'), though many have also attended to have their hearings aids maintained, receive information on assistive technology (listening and sight), benefits advice, advice regarding older age issues, volunteering and to share their experiences with Healthwatch Norfolk about accessing healthcare services.

People attending the 'Cuppa Care' session are asked to complete the outcomes measuring form, which explores the difference our support makes. The questionnaire consists of four probing statements that service users we asked to agree or disagree with to help us identify the difference our support is making. The following rating as provided by 429 respondents:

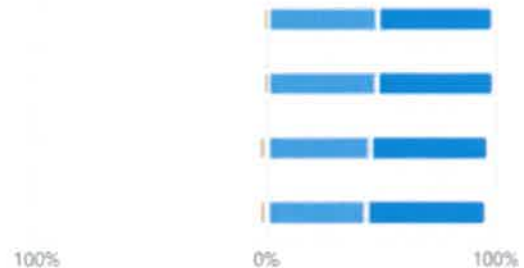
● Strongly Disagree ● Disagree ● Agree ● Strongly Agree

Cuppa Care visiting my area gives me people to talk to

Cuppa Care helps me feel included within my community

Cuppa Care makes me feel less isolated

Cuppa care makes me feel less lonely



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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

We have also asked people to provide further information regarding the difference our support makes:

*"Enables me to reach community services, I would otherwise be unable to access."*

*"Last time learned how to insert and clean aids, invaluable."*

*"Signposting for community groups."*

*"Just being there is a great comfort."*

*"Advise on various social issues."*

*"Knowledge of rights regarding hearing aid provider."*

*"Makes life simpler- works- HSS from Cuppa care enables to keep on top with aids/maintenance."*

*"Makes me feel part of the village."*

*"Ease of availability of support. Helpful and courteous."*

*"It helped me to feel positive and reassured. Good to talk about housing problems."*

*"Lovely to have a local help facility instead of trying to get to another town or city for help."*

**Hearing Loss Awareness Training (HLAT)**

During this financial year we have held a total of 4 external training sessions, training a total of 48 people from Lisa Angel Jewellers, the Inspiration Trust, and the James Paget University Hospital. The feedback from the training is very positive, with 100% of attendees stating 'strongly agree' or 'agree' that having attended the course they -

- Have a better understanding of the hearing loss
- Have a better understanding about how to communicate with people who have hearing loss
- They can apply what they learnt in their setting

Further feedback included:

*"Very informative, I learnt a lot and I am amazed by how the human ears work."*

*"The presentation was very clearly delivered and the activities were affective in strengthening my understanding of issues."*

*"Very good course, very thorough. Definitely recommend it!"*

*"Really good, useful training, informative and clear. It will help me in my work."*

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Achievements and performance (continued)**

**b. Employees and volunteers**

The Trustees would like to pay tribute to the small team of paid staff for their work, professionalism, resilience, resourcefulness and commitment to providing high quality services, and equally to all the hard working and dedicated volunteers whose help is essential and invaluable in the delivery of the Hearing Support Service and the 'Cuppa Care' Project.

The Trustees acknowledge the difficult times faced during the year due to the ongoing uncertainties regarding the aural care service contract with the local NHS, the considerably increased demand and pressure on all services and on staff capacity. Trustees are very appreciative to all staff and volunteers who have given their utmost to ensure that the Charity continues to deliver excellent and reliable outreach services enabling Hear for Norfolk to reach the most vulnerable in our county.

The following feedback provides a very good summary of what our organisation is all about:

*"An excellent all-round service. This organisation is efficient, the people professional and competent, kind and caring. My experience process from ear wax removal, contact with the service, appointment making through to testing and aid fitting was exactly what I hoped for. NHS funding shrewdly spent. Fantastic value for money. Thank you very much."*

The Trustees would also like to thank all our members and the Friends of Hear for Norfolk for their continued support and commitment.

**c. Plans for the future**

Our main plans for the coming financial year are:

1. Increase the staffing capacity within our Aural Care and Audiology Services.
2. Successfully deliver the Aural Care Service Contract with James Paget University Hospital.
3. Ensure the sustainability of our Hearing Support Service and the 'Cuppa Care' Project
4. Recruit and train additional volunteers for the Hearing Support Service and the 'Cuppa Care' Project.
5. Diversify the income by considering the provision of privately funded hearing aids.
6. Secure £146,000 of capital funding required for the purchase and conversion of the additional Mobile Hearing Assessment & Ear Care Unit.
7. Proactively promote all our services and the Hearing Loss Awareness Training to care homes, medical practices, district councils and other community organisations.
8. Focus resources on raising revenue funds from Trusts and Foundations, individual donors, commercial organisations and Friends of Hear for Norfolk.
9. Complete the online appointments booking project.
10. Achieve IQIPS accreditation for Audiology Service.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Financial review**

**a. Going concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

**b. Reserves policy**

Free reserves are unrestricted funds that are freely available to be spent on any of the Charity's objectives. Tangible fixed assets and the connected bank loans are not included in free reserves as the assets are essential to the Charity's activities and their disposal would adversely impact on its ability to deliver its aims.

The minimum level of free reserves is set by the Board of Trustees on an annual basis and regularly monitored throughout the year. Action will be taken if actual free reserves fall significantly below the level established.

In determining the level of free reserves, Trustees consider the financial impact of the risks facing the Charity, including the loss of income from partner agencies and voluntary donations, and balance the need to hold sufficient reserves to enable the Charity to:

- Continue its activities when faced with unforeseen circumstances,
- Maximize expenditure on charitable activities.

The policy for 2024/25 was to hold a target minimum level of two months projected annual expenditure. The medium-term ambition is to build up the free reserves (as defined by the Charity Commission) with the initial target of £289,032, which represents three months' projected running costs, increasing to six months of annual expenditure in the long-term.

However, as a result of low level of unrestricted reserves in the previous year, the ongoing uncertainty regarding the NHS contract for the Aural Care Service which prohibited our ability to recruit clinical staff to the service in case there is no contracted work (thus impacting on the staffing capacity required) and the coincidental retirement of a number of clinical staff at the same time, coupled with reduced voluntary income due to difficult economic times and increase in operational costs, this level was not achieved. Therefore, the free reserves as at 31 March 2025 were **£119,064** (2024 - £180,163).

For the 2025/26 financial year the Trustees aim to focus their efforts on ensuring that all services remain sustainable and viable by raising the required funds and securing the current reserves target of two months of projected annual expenditure, which is £211,608. The medium-term ambition is to build up the free reserves with the initial target of £317,412, which represents three months' projected running costs, increasing to six months of annual expenditure in the long-term.

Designated funds are funds set aside by the Trustees out of unrestricted funds to fund specific future purposes and projects. As at 31 March 2025 the Charity had no designated funds.

As at 31 March 2025, the Charity had restricted funds of **£32,137** (2024 - £24,950). Restricted funds are funds received for undertaking an activity specified by the donor when making the gift or may result from the terms of an appeal for funds. Details of the restricted funds are given in note 16.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Statement of Trustees' responsibilities**

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

.....  


**J Penn**  
(Chairperson)

Date: 31.7.2025

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Independent examiner's report to the Trustees of Norfolk Deaf Association (NDA) ('the Charity')**

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2025.

**Responsibilities and basis of report**

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of (enter body here), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.



Signed:

Dated: 6 August 2025

Mr F M E Shippam BSc FCA DChA

**MA Partners LLP**  
Chartered Accountants  
7 The Close  
Norwich  
Norfolk  
NR1 4DJ

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
<b>Income from:</b>					
Donations, grants and legacies	3	41,508	32,670	74,178	82,092
Charitable activities	4	701,062	70,289	771,351	935,241
Other trading activities	5	3,649	-	3,649	2,405
Investments	6	50	-	50	112
<b>Total income</b>		<b>746,269</b>	<b>102,959</b>	<b>849,228</b>	<b>1,019,850</b>
<b>Expenditure on:</b>					
Raising funds	7	26,417	-	26,417	19,959
Charitable activities:					
Depreciation		33,146	-	33,146	43,063
Other charitable activities		765,486	95,772	861,258	969,702
<b>Total expenditure</b>		<b>825,049</b>	<b>95,772</b>	<b>920,821</b>	<b>1,032,724</b>
<b>Net (expenditure)/income before net gains on investments</b>		<b>(78,780)</b>	<b>7,187</b>	<b>(71,593)</b>	<b>(12,874)</b>
Net gains on investments	14	3,753	-	3,753	629
<b>Net movement in funds</b>		<b>(75,027)</b>	<b>7,187</b>	<b>(67,840)</b>	<b>(12,245)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		256,340	24,950	281,290	293,535
Net movement in funds		(75,027)	7,187	(67,840)	(12,245)
<b>Total funds carried forward</b>		<b>181,313</b>	<b>32,137</b>	<b>213,450</b>	<b>281,290</b>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 24 to 42 form part of these financial statements.

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 07966408**

**BALANCE SHEET**  
**AS AT 31 MARCH 2025**

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	12	62,249	76,177
		<u>62,249</u>	<u>76,177</u>
<b>Current assets</b>			
Debtors	13	72,448	78,704
Investments	14	104,989	51,236
Cash at bank and in hand		31,073	144,440
		<u>208,510</u>	<u>274,380</u>
<b>Current liabilities</b>			
Creditors: amounts falling due within one year	15	(57,309)	(69,267)
		<u>151,201</u>	<u>205,113</u>
<b>Net current assets</b>		<u>151,201</u>	<u>205,113</u>
<b>Total net assets</b>		<u><u>213,450</u></u>	<u><u>281,290</u></u>
<b>Charity funds</b>			
Restricted funds	16	32,137	24,950
Unrestricted funds			
General funds	16	181,313	256,340
Total unrestricted funds	16	<u>181,313</u>	<u>256,340</u>
<b>Total funds</b>		<u><u>213,450</u></u>	<u><u>281,290</u></u>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 07966408**

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**BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2025**

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The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....  
**J Penn**  
(Chairperson)  
Date: 31. 7. 2025

The notes on pages 24 to 42 form part of these financial statements.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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	2025 £	2024 £
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	(44,202)	42,656
	<hr/>	<hr/>
<b>Cash flows from investing activities</b>		
Dividends, interests and rents from investments	50	112
Purchase of tangible fixed assets	(19,215)	(11,423)
Purchase of investments	(50,000)	(50,000)
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	<b>(69,165)</b>	<b>(61,311)</b>
	<hr/>	<hr/>
<b>Change in cash and cash equivalents in the year</b>	<b>(113,367)</b>	<b>(18,655)</b>
Cash and cash equivalents at the beginning of the year	144,440	163,095
	<hr/>	<hr/>
<b>Cash and cash equivalents at the end of the year</b>	<b>31,073</b>	<b>144,440</b>
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 24 to 42 form part of these financial statements

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**1. General information**

Norfolk Deaf Association (NDA) is a company limited by guarantee and registered in England and Wales.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Norfolk Deaf Association (NDA) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**2.2 Income**

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**2. Accounting policies (continued)**

**2.3 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.4 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

**2.5 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Short-term leasehold property	-	25%
Medical equipment	-	25%
Motor vehicles	-	25%
Office equipment	-	25%
Computer equipment	-	33%

**2.6 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**2. Accounting policies (continued)**

**2.7 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**2.8 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

**2.9 Financial instruments**

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**2.10 Pensions**

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

**2.11 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**3. Income from donations, grants and legacies**

	<b>Unrestricted funds 2025 £</b>	<b>Restricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Donations	19,708	-	19,708	36,169
Legacies	21,000	-	21,000	-
Grants	800	32,670	33,470	45,323
Corporate support	-	-	-	600
<b>Total 2025</b>	<u>41,508</u>	<u>32,670</u>	<u>74,178</u>	<u>82,092</u>
<i>Total 2024</i>	<u>37,269</u>	<u>44,823</u>	<u>82,092</u>	

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**4. Income from charitable activities**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Aural Care - Norfolk & Waveney ICB	201,516	-	<b>201,516</b>	371,403
Adult Audiology - Norfolk & Waveney ICB	293,180	-	<b>293,180</b>	356,809
Cuppa Care Project - the National Lottery Community Fund	-	70,289	<b>70,289</b>	35,235
Aural Care - Fee income	105,921	-	<b>105,921</b>	50,355
Aural Care - James Paget University Hospital	39,660	-	<b>39,660</b>	33,002
Hearing Support - Norfolk & Waveney ICB	39,401	-	<b>39,401</b>	39,166
Otoscopy fees income	1,740	-	<b>1,740</b>	-
NNUH	18,316	-	<b>18,316</b>	35,307
Hearing Loss Awareness Training	1,328	-	<b>1,328</b>	1,542
Cuppa Care Project	-	-	-	12,422
<b>Total 2025</b>	<b>701,062</b>	<b>70,289</b>	<b>771,351</b>	<b>935,241</b>
<i>Total 2024</i>	<i>848,418</i>	<i>86,823</i>	<i>935,241</i>	

**5. Income from other trading activities**

**Income from fundraising events**

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Friends of NDA	1,924	<b>1,924</b>	2,372
Miscellaneous income	1,725	<b>1,725</b>	33
<b>Total 2025</b>	<b>3,649</b>	<b>3,649</b>	<b>2,405</b>

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**6. Investment income**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Bank interest	50	50	112
	50	50	112

**7. Expenditure on raising funds**

**Costs of raising voluntary income**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<i>Total funds 2024 £</i>
Wages and salaries	23,433	<b>23,433</b>	17,647
Social security costs	2,460	<b>2,460</b>	1,994
Contribution to defined contribution pension schemes	524	<b>524</b>	318
<b>Total 2025</b>	<b>26,417</b>	<b>26,417</b>	19,959

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**8. Analysis of expenditure by activities**

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £	Total funds 2024 £
Hearing Support Service	91,897	6,885	<b>98,782</b>	135,761
Aural Care Service	363,211	14,388	<b>377,599</b>	424,560
Cuppa Care Project	118,769	5,040	<b>123,809</b>	65,323
Adult Audiology Service	283,671	10,543	<b>294,214</b>	381,859
Community Voices & Rend	-	-	-	5,262
<b>Total 2025</b>	<b>857,548</b>	<b>36,856</b>	<b>894,404</b>	<b>1,012,765</b>
<i>Total 2024</i>	<i>977,824</i>	<i>34,941</i>	<i>1,012,765</i>	

**Analysis of direct costs**

	Cuppa Care Project - the National Lottery Community Fund 2025 £	Aural Care Service 2025 £	Cuppa Care Project 2025 £	Adult Audiology Service 2025 £
Staff costs	46,375	233,744	75,165	131,428
Depreciation	2,452	5,655	14,217	10,820
Premises	14,114	29,026	7,844	9,373
Legal & Professional	1,248	11,157	4,433	1,248
Computer & IT support	6,918	12,287	2,231	11,589
General running expenses	14,129	68,464	13,413	116,963
Volunteers costs	5,608	-	10	-
Marketing	1,053	2,878	1,456	2,250
<b>Total 2025</b>	<b>91,897</b>	<b>363,211</b>	<b>118,769</b>	<b>283,671</b>
<i>Total 2024</i>	<i>128,492</i>	<i>411,888</i>	<i>63,169</i>	<i>369,013</i>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**8. Analysis of expenditure by activities (continued)**

**Analysis of direct costs (continued)**

	<b>Community Voices &amp; Rend 2025 £</b>	<b>Total funds 2025 £</b>	<b>Total funds 2024 £</b>
Staff costs	-	486,712	563,152
Depreciation	-	33,144	43,063
Premises	-	60,357	56,559
Legal & Professional	-	18,086	5,839
Computer & IT support	-	33,025	37,846
General running expenses	-	212,969	254,889
Volunteers costs	-	5,618	6,666
Marketing	-	7,637	9,810
<b>Total 2025</b>	<b>-</b>	<b>857,548</b>	<b>977,824</b>
<i>Total 2024</i>	<i>5,262</i>	<i>977,824</i>	

**Analysis of support costs**

	<b>Cuppa Care Project - the National Lottery Community Fund 2025 £</b>	<b>Aural Care Service 2025 £</b>	<b>Cuppa Care Project 2025 £</b>	<b>Adult Audiology Service 2025 £</b>	<b>Total funds 2025 £</b>	<b>Total funds 2024 £</b>
Premises	1,568	3,089	872	1,041	6,570	6,284
Legal & Professional	1,380	1,611	231	2,115	5,337	8,550
Other staff costs	3,937	9,688	3,937	7,387	24,949	20,107
<b>Total 2025</b>	<b>6,885</b>	<b>14,388</b>	<b>5,040</b>	<b>10,543</b>	<b>36,856</b>	<b>34,941</b>
<i>Total 2024</i>	<i>7,269</i>	<i>12,672</i>	<i>2,154</i>	<i>12,846</i>	<i>34,941</i>	

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**9. Independent examiner's remuneration**

	2025 £	2024 £
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	3,750	6,750
Fees payable to the Charity's independent examiner in respect of: All taxation advisory services not included above	1,587	1,800
	3,750	6,750

**10. Staff costs**

	2025 £	2024 £
Wages and salaries	470,657	539,375
Social security costs	32,542	37,336
Contribution to defined contribution pension schemes	9,930	6,400
	513,129	583,111

The average number of persons employed by the Charity during the year was as follows:

	2025 No.	2024 No.
Employees	24	26
	24	26

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025 No.	2024 No.
In the band £70,001 - £80,000	1	1

The total remuneration for key management personnel, including employer pension contributions and employer national insurance contributions, for the year totalled **£153,519** (2024 - £177,968).

**11. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**12. Tangible fixed assets**

	Short-term leasehold property £	Medical equipment £	Motor vehicles £	Office equipment £	Computer equipment £	Total £
<b>Cost or valuation</b>						
At 1 April 2024	9,844	37,481	149,889	7,314	20,228	224,756
Additions	6,235	6,817	4,135	250	1,778	19,215
At 31 March 2025	<u>16,079</u>	<u>44,298</u>	<u>154,024</u>	<u>7,564</u>	<u>22,006</u>	<u>243,971</u>
<b>Depreciation</b>						
At 1 April 2024	4,177	17,813	107,696	5,054	13,836	148,576
Charge for the year	2,944	9,075	16,183	969	3,975	33,146
At 31 March 2025	<u>7,121</u>	<u>26,888</u>	<u>123,879</u>	<u>6,023</u>	<u>17,811</u>	<u>181,722</u>
<b>Net book value</b>						
At 31 March 2025	<u>8,958</u>	<u>17,410</u>	<u>30,145</u>	<u>1,541</u>	<u>4,195</u>	<u>62,249</u>
At 31 March 2024	<u>5,667</u>	<u>19,668</u>	<u>42,193</u>	<u>2,260</u>	<u>6,392</u>	<u>76,180</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**13. Debtors**

	2025 £	2024 £
<b>Due within one year</b>		
Trade debtors	47,023	75,709
Other debtors	21,704	-
Prepayments and accrued income	3,721	2,995
	72,448	78,704

**14. Current asset investments**

	2025 £	2024 £
Unlisted investments	104,989	51,236
	104,989	51,236

The Charity has invested funds in the COIF Charities Deposit Fund managed by CCLA. Valuation movements on the fund are reported as "net gains on investments" in the Statement of Financial Activities

**15. Creditors: Amounts falling due within one year**

	2025 £	2024 £
Trade creditors	40,567	44,017
Other taxation and social security	10,219	17,259
Other creditors	1,553	1,241
Accruals and deferred income	4,970	6,750
	57,309	69,267

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**16. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2025 £
<b>Unrestricted funds</b>					
General Funds	256,340	746,269	(825,049)	3,753	181,313
<b>Restricted funds</b>					
The National Lottery Community Fund - Cuppa Care Project	17,617	70,289	(70,379)	-	17,527
Alan Boswell Group Charitable Trust	5,000	-	(5,000)	-	-
Norfolk Community Foundation - Saracen's Norfolk Fund	-	5,000	(1,250)	-	3,750
The D'Oyly Carte Charitable Trust	2,333	-	(2,333)	-	-
Paul Bassham Charitable Trust	-	3,000	(3,000)	-	-
Lord Cozens-Hardy Charitable Trust	-	1,000	(1,000)	-	-
Morrison's Foundation	-	6,920	(6,920)	-	-
Norfolk Community Foundation - Together to Thrive	-	4,000	-	-	4,000
W O Street Charitable Foundation (Zedra)	-	3,000	(750)	-	2,250
Goldcrest Charitable Trust	-	3,000	(3,000)	-	-
Anne French Memorial Trust	-	1,000	(834)	-	166
Other restricted funds	-	5,750	(1,306)	-	4,444
	<b>24,950</b>	<b>102,959</b>	<b>(95,772)</b>	<b>-</b>	<b>32,137</b>
	<b>Balance at 1 April 2024 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Gains/ (Losses) £</b>	<b>Balance at 31 March 2025 £</b>
<b>Total of funds</b>	<b>281,290</b>	<b>849,228</b>	<b>(920,821)</b>	<b>3,753</b>	<b>213,450</b>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**16. Statement of funds (continued)**

Norfolk & Waveney Integrated Care Board (ICB) funding is used towards providing advice and a hearing support service for NHS hearing aid users throughout Norfolk and for working with organisations who refer newly diagnosed hearing aid users to the Charity.

The National Lottery Community Fund - year one funding of a five-year funding towards the Cuppa Care Project.

Alan Boswell Group Charitable Trust funds are used towards the salary of Hearing Support Service worker.

The Norfolk Community Foundation NHS Charities Together Fund funds are used towards the operational costs of the Cuppa Care Project.

The Norfolk & Waveney Community Voices funds are used towards the delivery of Community Voices Project.

The Norfolk Community Foundation - Saracen's Norfolk Fund funds are used towards the salary of Hearing Support Service worker.

The Norfolk Community Foundation REND project funds are used towards the delivery of REND Project.

The R C Snelling Charitable Trust funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The D'Oyly Carte Charitable Trust funds are used towards the delivery of the Hearing Support Service.

The Paul Bassham Charitable Trust funds are used towards the cost of delivering the Hearing Support Service.

Lord Cozens-Hardy Charitable Trust funds are used towards the cost of delivering the Hearing Support Service.

Rotary Club Norwich provided funding towards the purchase and conversion of the 'Cuppa Care' bus.

The National Lottery Community Fund - provided funding towards the running costs of the Hearing Support Service.

Morrisons Foundation provided funding for the purchase of clinical equipment for Aural Care Service.

Norfolk Community Foundation, Together to Thrive Fund supported with a bursary to enhance fundraising skills for two staff members.

W O Street Charitable Foundation provided funding towards the running costs of Cuppa Care Project.

Goldcrest Charitable Trust provided funding towards the cost of delivering the Hearing Support Service.

Anne French Memorial Trust provided funding towards the running costs of Cuppa Care Project.

The Other Cuppa Care restricted funds are used towards the operational costs of the Cuppa Care Project.

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**16. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2024 £</i>
<b>Unrestricted funds</b>						
Tangible fixed assets	107,817	-	(43,063)	(64,754)	-	-
<b>General funds</b>						
General Funds	152,486	888,204	(849,733)	64,754	629	256,340
<b>Total Unrestricted funds</b>	<b>260,303</b>	<b>888,204</b>	<b>(892,796)</b>	<b>-</b>	<b>629</b>	<b>256,340</b>
<b>Restricted funds</b>						
Norfolk & Waveney Integrated Care Board (ICB)	-	39,166	(39,166)	-	-	-
The National Lottery Community Fund - Cuppa Care Project	-	35,235	(17,618)	-	-	17,617
Alan Boswell Group Charitable Trust	-	10,000	(5,000)	-	-	5,000
Norfolk Community Foundation - NHS Charities Together	2,070	12,422	(14,492)	-	-	-
Norfolk and Waveney Community Voices	-	6,910	(6,910)	-	-	-

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**16. Statement of funds (continued)**

**Statement of funds - prior year (continued)**

	<i>Balance at 1 April 2023</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2024</i>
	£	£	£	£	£	£
Norfolk Community Foundation - Saracen's Norfolk Fund	-	5,000	(5,000)	-	-	-
Norfolk Community Foundation - REND Project	1,818	4,913	(6,731)	-	-	-
RC Snelling Charitable Trust	-	4,000	(4,000)	-	-	-
The D'Oyly Carte Charitable Trust	-	3,500	(1,167)	-	-	2,333
Paul Bassham Charitable Trust	-	2,000	(2,000)	-	-	-
Lord Cozens- Hardy Charitable Trust	-	1,000	(1,000)	-	-	-
Rotary Club Norwich	11,206	-	(11,206)	-	-	-
The National Lottery Community Fund - Hearing Support Service	6,039	-	(6,039)	-	-	-
Other Cuppa Care restricted funds	4,016	-	(4,016)	-	-	-
Other restricted funds	8,083	7,500	(15,583)	-	-	-
	<u>33,232</u>	<u>131,646</u>	<u>(139,928)</u>	<u>-</u>	<u>-</u>	<u>24,950</u>
<b>Total of funds</b>	<u><u>293,535</u></u>	<u><u>1,019,850</u></u>	<u><u>(1,032,724)</u></u>	<u><u>-</u></u>	<u><u>629</u></u>	<u><u>281,290</u></u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**17. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2025 £
General funds	256,340	746,269	(825,049)	3,753	181,313
Restricted funds	24,950	102,959	(95,772)	-	32,137
	<u>281,290</u>	<u>849,228</u>	<u>(920,821)</u>	<u>3,753</u>	<u>213,450</u>

**Summary of funds - prior year**

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Designated funds	107,817	-	(43,063)	(64,754)	-	-
General funds	152,486	888,204	(849,733)	64,754	629	256,340
Restricted funds	33,232	131,646	(139,928)	-	-	24,950
	<u>293,535</u>	<u>1,019,850</u>	<u>(1,032,724)</u>	<u>-</u>	<u>629</u>	<u>281,290</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**18. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	62,249	-	<b>62,249</b>
Current assets	176,373	32,137	<b>208,510</b>
Creditors due within one year	(57,309)	-	<b>(57,309)</b>
<b>Total</b>	<u>181,313</u>	<u>32,137</u>	<u><b>213,450</b></u>

**Analysis of net assets between funds - prior year**

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	76,177	-	76,177
Current assets	249,430	24,950	274,380
Creditors due within one year	(69,267)	-	(69,267)
<b>Total</b>	<u>256,340</u>	<u>24,950</u>	<u>281,290</u>

**19. Reconciliation of net movement in funds to net cash flow from operating activities**

	2025 £	2024 £
Net expenditure for the year (as per Statement of Financial Activities)	<u>(67,840)</u>	<u>(12,245)</u>
<b>Adjustments for:</b>		
Depreciation charges	33,146	43,063
Losses on investments	(3,753)	(629)
Dividends, interests and rents from investments	(50)	(112)
Decrease in debtors	6,256	2,005
Increase/(decrease) in creditors	(11,961)	10,574
<b>Net cash provided by/(used in) operating activities</b>	<u><b>(44,202)</b></u>	<u>42,656</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**20. Analysis of cash and cash equivalents**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Cash in hand	31,073	144,440
<b>Total cash and cash equivalents</b>	<b>31,073</b>	<b>144,440</b>

**21. Analysis of changes in net debt**

	<b>At 1 April</b>	<b>Cash flows</b>	<b>Other non-</b>	<b>At 31 March</b>
	<b>2024</b>	<b>£</b>	<b>cash</b>	<b>2025</b>
	<b>£</b>		<b>changes</b>	<b>£</b>
			<b>£</b>	
Cash at bank and in hand	144,440	(113,367)	-	31,073
Liquid investments	51,236	50,000	3,753	104,989
	<b>195,676</b>	<b>(63,367)</b>	<b>3,753</b>	<b>136,062</b>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**22. Pension commitments**

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

The pension cost charge represents contributions payable by the Charity to the fund and amounted to **£9,930** (2024 - £6,400).

Contributions totaling **£1,553** (2024 - £1,241) were payable to the fund at the balance sheet date and are included in creditors.

**23. Operating lease commitments**

At 31 March 2025 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025 £	2024 £
Not later than 1 year	43,575	42,330
Later than 1 year and not later than 5 years	90,885	134,460
	<u>134,460</u>	<u>176,790</u>

**24. Related party transactions**

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2025.

**NORFOLK DEAF ASSOCIATION (NDA)**

England & Wales - Charity number 1146883

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# Accounts

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Registered number: 07966408  
Charity number: 1146883

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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<b>Trustees</b>	P R Prinsley, Chairman C I M I C Cant, Vice Chair R A Moate, Treasurer Dr R J A Cadman S R Chalmers (resigned 27 July 2023) J S L Hirst Dr J E Fitzgerald (resigned 16 November 2023) J Penn (appointed 27 July 2023)
<b>Company registered number</b>	07966408
<b>Charity registered number</b>	1146883
<b>Registered office</b>	14 Meridian Way Norwich Norfolk NR7 0TA
<b>Patrons</b>	Sir Richard Jewson KCVO JP Lady Dannatt MBE, Lord-Lieutenant Norfolk
<b>Chief executive officer</b>	A Derrett
<b>Independent auditors</b>	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ
<b>Bankers</b>	Santander UK plc Bridle Road Bootle Merseyside L30 4GB
<b>Solicitors</b>	Leathes Prior Solicitors 74 The Close Norwich Norfolk NR1 4DR

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2023 to 31 March 2024. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

**Reference and administrative details**

The Norfolk Deaf Association (NDA) is a charitable company founded in 1898 and first registered with the Charity Commission in 1962. In February 2012 NDA registered as a Company Limited by Guarantee and, as a consequence, re-registered with the Charity Commission in April 2012. The Charity's governing documents are the Memorandum and Articles of Association. In July 2020, following the approval from the Charity Commission, NDA began to operate under the working name of **Hear for Norfolk**.

The address of the registered office is as shown on the first page. Details of the Trustees/Directors, the Patrons, the Chief Executive Officer and principal professional advisers are also given on the first page.

**Norfolk Deaf Association (NDA) Objects**

The Norfolk Deaf Association's charitable objects are:

"To relieve and assist Deaf and hard-of-hearing people in the mitigation of the effects of whole or partial lack or defect in hearing or speech or both.

To improve the quality of life and relieve the needs of persons with all degrees of hearing loss or hearing related issues by providing items, support, activities or facilities in the interests of social welfare, designed to improve their condition of life." *(extract from NDA's Memorandum and Articles of Association)*

**Structure, governance and management**

**a. Constitution**

Norfolk Deaf Association (NDA) is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

**b. Methods of appointment or election of Trustees**

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Structure, governance and management (continued)**

**c. Organisational structure and decision-making policies**

The Trustees of NDA have the overall responsibility for the governance and strategic direction of the Charity. Trustees are either elected or co-opted to the Board and can stand for re-election. During this financial year the Board of Trustees consisted of eight Trustees/Directors and had three officers (Chairman, Vice-Chairman and Honorary Treasurer).

The Board of Trustees meets quarterly and reviews strategy and performance, and monitors implementation plans and budgets. In line with the requirements of the governing document Trustees also organise an Annual General Meeting at which elections take place and resolutions are passed.

In between the main Board of Trustees meetings, the Chief Executive Officer has regular communications with the Chairman and the Treasurer.

**d. Policies adopted for the induction and training of Trustees**

New Trustees are recruited based on the skills and expertise that have been identified as required to effectively govern the Charity. An open recruitment process, as well as targeted approach, is used when recruiting new Trustees. Interested candidates are asked to submit their CV and a statement about why they wish to join the Board, what particular skills they will bring and what contribution to the Board and the Charity they can make. There is a formal interview with the Chairman and the Chief Executive. The candidates are also given the opportunity to visit some of the services and attend one or two Board meetings before making the final commitment.

The current Trustees are familiar with the work of the organisation, as the majority of them have been involved with the Charity for a number of years. A skills audit of individual Trustees is undertaken on a regular basis and the findings inform the future recruitment to the Board.

A Trustee induction e-pack is in place, which is given to all newly recruited Trustees. The pack includes various Charity Commission publications, published accounts, financial procedures, risk assessment documents, the current business plan, working budget, roles and responsibility of a Trustee and the Board, Trustee Code of Conduct and the Memorandum and Articles of Association.

The Chairman of the Board of Trustees and the Chief Executive meet with new Trustees to cover:

- + The obligations of Trustee Board members
- + The main documents that set out the strategic/operational framework for the Charity
- + Resources and the current financial position
- + Future plans and objectives
- + An overview of the work of the organisation and staff team

Trustees are encouraged to attend training sessions to develop their skills and knowledge.

The Trustees adopted the Charity Commission's Charity Governance Code 2017.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Structure, governance and management (continued)**

**e. Risk management**

The Board is responsible for the management of the risks faced by the Charity. Detailed consideration of the risks is delegated to the Chief Executive. Risks are identified, assessed and controls established throughout the year. A formal review of the Charity's risk management processes is undertaken on an annual basis and risks are reviewed on a rolling cycle.

The key controls used by the Charity include:

- + Strategic planning, budgeting, and management accounting
- + Organisational and governance structure and lines of reporting
- + Formal written policies, which are reviewed regularly
- + Hierarchical authorisation and approval levels
- + Regular assessments of risk at Board meetings
- + Formal agenda for trustees' Board activity

Through the risk management processes established for the Charity, the Trustees are satisfied that the major risks identified have been adequately mitigated where necessary. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

**Objectives and activities**

**a. Our Vision and Mission**

Our **vision** is to continue to be a provider of high quality and reliable services for people with hearing loss and related conditions, delivered by a team of experienced, knowledgeable, and professional staff and volunteers.

Our **mission** is dedicated to improving the emotional wellbeing, communication, and the overall quality of life of people with hearing loss and related conditions, and their families.

We achieve this by providing practical and emotional support, aural care, hearing aid maintenance, hearing assessment and fitting, otoscopy, hearing loss awareness training, and information on hearing loss and other related conditions.

We are true to our **values** and they are at the heart of everything we do.

**Inclusivity** – we believe in making our services available and accessible to anyone who needs them. We believe in staff having the ownership of the services we provide and be empowered to proactively make improvements in their areas of work.

**Integrity** – we believe in treating people with respect, being open, honest and trustworthy. We believe in transparency, accountability, recognising our limitations and in strict adherence to confidentiality.

**Responsiveness** – we believe in a safe, timely, effective, efficient and flexible modus operandi. We believe in responding promptly to the changes in need of our service users, as well as the changes required within the organisation to ensure we maintain a high-quality provision.

**Resourcefulness** – we believe in finding effective solutions to solve problems, in assessing the need to enable us find 'a way to help'. We believe in planning in accordance with resources available, working as a team and in a collaborative way with other organisations.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Objectives and activities (continued)**

**b. Main activities undertaken to further the Charity's purposes for the public benefit**

The Trustees confirm that they have complied with their duty in section 4 of the Charities Act 2011 to have due regard to the public benefit guidance used by the Charity Commission for England and Wales. The Trustees further confirm that the activities of the Charity are carried out, in line with its objects, for the public benefit.

The Charity's main objective for the public benefit is:

To provide providing practical and emotional support, aural care, hearing aid maintenance, hearing loss awareness training, and information on hearing loss and other related conditions to people with all degrees of hearing loss in Norfolk.

The Charity achieves this objective by delivering the following services:

**Aural Care Service** is aimed at improving the quality of life for people who are affected by excessive ear wax. We offer the Aural Care Service (ear wax removal clinics using suction under magnification and, if required, manual instruments), delivered from easily accessible community-based clinics, mobile ear care clinic, and domiciliary and care home visits for patients that are housebound. The service is run by a team of professionally trained and experienced Aural Care Practitioners, who are registered nurses and have completed specialist aural care training.

**Adult Audiology Service** is aimed at assessing hearing function, advising on the most beneficial treatment for hearing loss, dispensing and fitting hearing aids. We offer this NHS funded accessible audiology service to people age 50+ with age related hearing loss. The service is delivered by trained, registered and experienced Audiologists from our community-based and mobile clinics, and as well as through domiciliary and care home visits for housebound patients.

**Hearing Support Service** the aim of this service is to offer assistance to users of NHS hearing aids by providing emotional support, routine maintenance of their hearing aids, advising on their use, communication tactics and the available assistive listening devices. We deliver this service by reaching our service users through home visiting, community-based clinics, and a mobile clinic. This outreach support service is managed and administered by a small team of paid staff and delivered across Norfolk by a team of well-trained and dedicated volunteers. As part of this service, we offer the **Ear Otoscopy clinic**, which is aimed at screening individuals for the presence of ear wax and referring for appropriate treatment, if required.

**The Cuppa Care Project** offers emotional, wellbeing and practical support, information and advice to members of the community who might experience loneliness or isolation or who might require specialist support or advice. This service is led by Hear for Norfolk and delivered in partnership with local specialist organisations: Vision Norfolk, Hear for Norfolk, Age UK Norwich, Norfolk & Waveney Mind and Age UK Norfolk.

**Hearing Loss Awareness Training** aims to increase the awareness and understanding of the challenges faced by people with all degrees of hearing loss in the workplace, education and in social settings. The training is delivered face-to-face as well as online, enabling us to meet the needs of different organisations and individuals.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Achievements and performance**

**a. Review of activities**

**Organisational level**

Throughout the year the Trustees have monitored the implementation of the objectives set for the year through the Chief Executive's report at the Board meetings. The Trustees are pleased to report that the service delivery objectives set for the year have been achieved.

The Trustees are very pleased to report that the organisation continued to increase the capacity and expand the reach of its services to people across Norfolk, due to having robust plans in place, a strong and professional team, and increased reputation resulting in increase in number of referrals, a range of outreach and mobile services and the additional funds secured during the year. This combination enabled the organisation to reliably continue with the delivery of its services, reaching people close to where they live and meeting their needs.

We are very grateful to The Big Lottery Community Fund who have agreed to fund our 'Cuppa Care' Project for the next five years.

Despite the tough operational and funding environment, we succeeded to successfully secure an encouraging level of fundraising income, with funds secured from individual donors, trusts and foundations, together with contracts with the NHS Norfolk and Waveney ICB, the Norfolk and Norwich University Hospital and James Paget University Hospital. We have also been successful with securing community engagement funds through Norfolk Community Foundation and being a delivery partner in Community Voices and REND Projects, aimed at conducting conversations with people in local communities, seeking their feedback and experience regarding local healthcare services and obtaining their views about barriers to access and suggested improvements.

A formal review of the achievements of objectives and key performance indicators set in the Business plan for the year has been carried out by the whole staff team, the finding of which have been reported to and discussed by the Board of Trustees at the end of the financial year. The key objectives and priorities for 2024/25 financial year have been agreed on as part of these meetings. A summary of these objectives can be found in the 'Plans for the future section' of this report.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**Achievements and performance (continued)**

**Services**

***Aural Care Service (ACS) – ear wax removal using microsuction***

The Aural Care Service (ACS) has remained very busy and we have experienced a further increase in the level of referrals to the service, which caused a further pressure on the service.

During the year we run **240** mobile clinics and **339** community-based clinics, delivering a total of **11,956** aural care appointments. Of those, **9,841** appointments were attended by patients that have been referred by their GP, **1,078** appointments attended by fee-paying patients and **612** appointments attended by patients referred to us by James Paget University Hospital. In addition, we carried out **425** domiciliary visits.

Patients accessing our Aural Care Service are provided with a post-procedure feedback form that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received. Below is a summary of the responses received from 1,170 patients who completed the form. Patients are asked to agree or disagree with a set of statements:



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**TRUSTEES' REPORT (CONTINUED)**  
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**Achievements and performance (continued)**

*Many patients write or call us following the procedure to tell us about the difference our support has made to them. A few examples below:*

*"I just wanted to say thank you for the superb care and treatment I received this morning at Fakenham in the mobile clinic. What lovely staff you have. Wonderfully looked after (by the lady and gent whose names I can't remember now!), very informative and helpful. An absolute 'gem' of a service you are offering and very much appreciated by me. Thank you again for your help with getting my ears firing on all cylinders again!"*

*"Hi there, on the XX December 2023 I had an appointment at your mobile unit at St Augustine's Way King's Lynn, I just want to say thank you again to the lady who cleared my ears, she really did have a difficult time and tried so, so hard to clear them and eventually succeeded. It made my ears so much better, and subsequently made me feel so much better, thanks again!"*

*"Thank you all so much for sorting my wax removal problem yesterday; my ears and hearing are such much improved as a result and I feel ready to enjoy my singing commitments. Everyone has been so kind and caring, from the receptionist to the practitioner."*

*"To you all, I just wanted to say a big thank you for clearing my ear of the blockage that had been there for 5 plus years. I had been so scared to have it done, so had just been living with it. It's thanks to all your kindness in meeting me beforehand to let me see the equipment and talk to me about it all and the wonderful lady who did the suction on the day, who put me completely at ease. I can't thank you all enough. You do a marvellous job, thank you, love CM."*

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

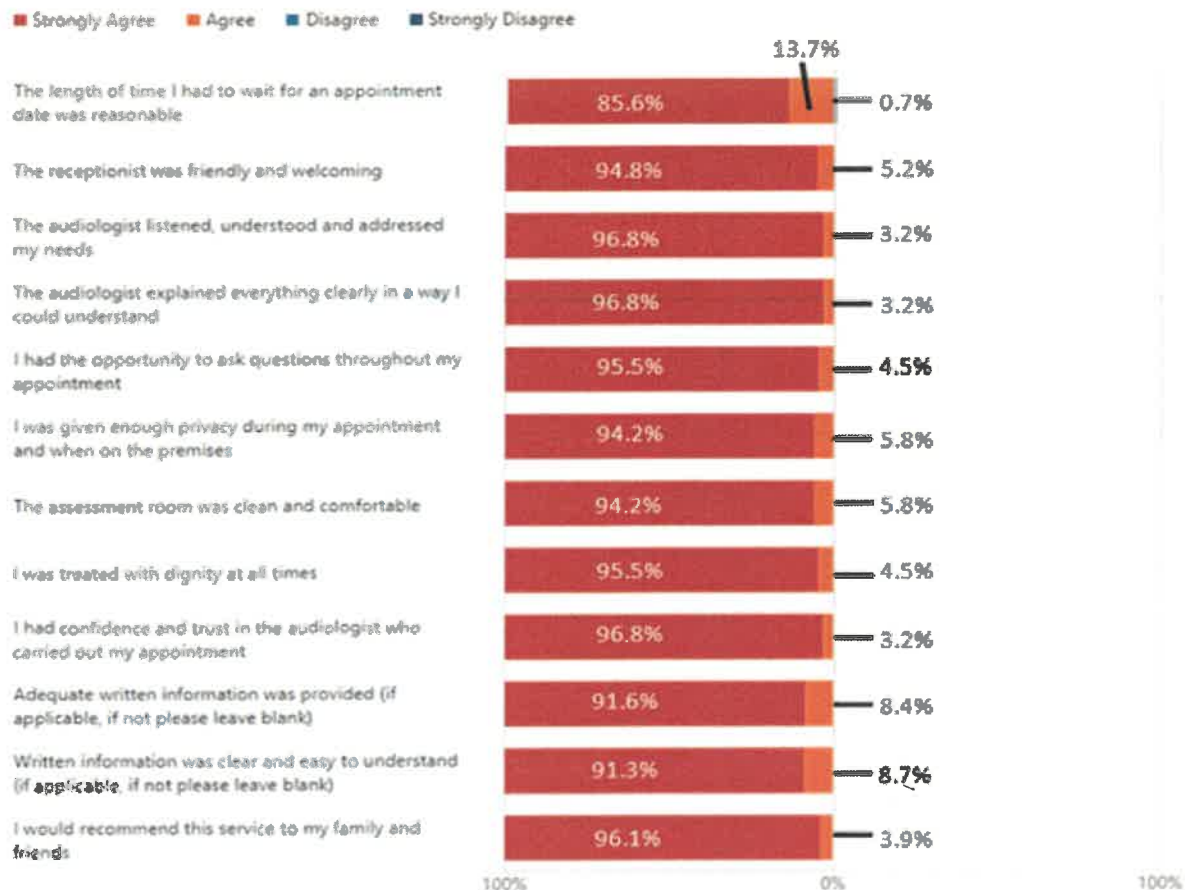
**Achievements and performance (continued)**

**Adult Audiology Service (AAS) – hearing assessment, fitting of hearing aids and aftercare**

We steadily developed the AAS during the 2023-24 financial year by appointing another audiologist and setting up mobile hearing assessment clinics. We have also started providing the aftercare to patients issued with hearing aids by our AAS, which is delivered by our hearing support service team.

During this financial year we have delivered **232** community-based clinics, **50** mobile clinics and carried out **368** domiciliary and care homes visits. Through these clinics and visits we have seen **1,530** patients, of which **965** patients have been assessed and fitted with two hearing aids, **79** with one hearing aids, **91** have been referred to the local hospital ENT and Audiology Departments for further investigation due to the complexity of their condition, and **327** patients requiring aural microsuction or were discharged not requiring hearing aids. We have also delivered **1,037** aftercare appointments.

Patients accessing our Adult Audiology Service are provided with a post-assessment/fitting feedback form that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received, as well as gain their contribution toward the service improvement. 155 completed questionnaires have been returned and analysed, providing the following insights:



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Achievements and performance (continued)**

Like with the other services, we received many unsolicited written and verbal feedback regarding this service and the difference it has made to people accessing it. A few examples below:

*"Good afternoon, this is just to convey my thanks to your mobile unit people. First, the Audiologist who tested my hearing at Wymondham on 1st December 23, determined the new aids I needed and took the necessary ear moulds. (I regret that I have no record of her name). Second, Audiologist who, again at Wymondham, assembled and programmed my new aids. Third, your driver/escort on both the above occasions. I didn't get his name, but he was most friendly, helpful and efficient. Finally, your receptionist who took my call that led to these appointments."*

*"My new NHS Oticon aids are a significant improvement on the previous Phonak in all circumstances. Most particularly, I can now use my iPhone for calls, rather than just texting, and my TV, music and conversation listening are all much improved. (Sadly, I still have trouble with my favourite QI programmes when Stephen Fry mutters, or Sandi Toksvig talks very quickly. But that's an observation, not a complaint. I know miracles are rare!). I hope you will pass on my great appreciation to all involved."*

*"I would just like to thank you for my recent hearing assessment in August and the preparation of the resultant hearing aids. They have been such a success; I cannot thank you enough. For the first time in many decades, I have been able to hear sounds such as bird song that I'd almost forgotten! I can hear my wife and now my family has to be careful what they say about me. The sometimes feeling of isolation in a noisy world has gone and it is a great sensation."*

*Like all things, however, there is a downside. I now have to ask my wife to buy less noisy crisps and to use the cutlery drawer more sensitively! I even need the tv turned down on occasions. The change has been immense, and I cannot thank you enough."*

*"Thank you so much for the excellent service my mother received on Monday, for a hearing assessment and the fitting of new aids."*

*The Audiologist was very thorough, and patient. Nothing was too much trouble, everything was explained well, and ensured my mother was happy with everything. Although my mother was very anxious and apprehensive about the appointment beforehand, because of the appalling service we received at the previous company (xxxxxxx) for hearing aids. All nerves soon went with the excellent service received from the Audiologist."*

*My mother can now even hear the clock ticking, the first time in a number of years, so a massive improvement! Thank you for the new hearing aids and the excellent service."*

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Achievements and performance (continued)**

***Hearing Support Service (HSS) – maintenance of NHS issued hearing aids and ear otoscopy***

The Hearing Support Service (HSS) is one of our key support services, which was established over 30 years ago and offers practical assistance, information and advice to users of NHS hearing aids. The support provided by the HSS is absolutely necessary and essential for continued and regular use of hearing aids, as hearing aid components deteriorate with daily use and need regular maintenance or replacement to keep them in working condition and effective. The majority of our service users are not able to undertake the self-maintenance due to age-related dexterity, frailty or memory issues.

HSS is highly accessible and is delivered across Norfolk by a small team of part-time staff, and a team of well-trained and dedicated volunteers via home visiting, community-based and mobile clinics, over the phone, online and via the postal service.

During the year we have increased the number of community-based clinics sessions and mobile clinics venues, as well as added the provision of hearing support to some of the 'Cuppa Care' sessions. This enabled us to increase the reach of the service and support more people closer to where they live.

To deliver the service we are working in close collaboration with Audiology Departments from the Norfolk & Norwich University Hospital, James Paget University Hospital, and West Suffolk Hospital. The hospitals provide us with the supplies required to undertake maintenance and repair work, as well as assist with the training of our volunteers. We work closely with a number of care homes, GP Practices, local charities, community organisations and supermarkets, who make their premises available to us free of charge, so we can run our community-based clinics or use the car parks to accommodate our mobile clinic.

HSS supports a large proportion of the elderly population of Norfolk. A big percentage of this cohort are experiencing hearing loss by virtue of ageing, but they are also affected by other issues such as loneliness, isolation, ill health, mobility issues and challenges with access to services due to the rurality of our county. Rural and coastal areas of Norfolk experience challenges with their infrastructure, with many residential areas lacking reliable public transport and access to services. We do our best to bring our services into the community to ensure equal access.

To alleviate some of these challenges and to ensure that our support is accessible, we run our HSS clinics across the county on a regular and timetabled basis from either our mobile clinic, covering 33 locations across Norfolk, 7 community-based venues, 19 care homes/sheltered accommodations, and domiciliary visits for housebound service users. Clinic sessions are generally run as 2-hour sessions, with the length of the appointment being 15 minutes an average.

During this financial year we held **459 clinics**, delivering a total of **3,417 appointments** to **3,173** unique service users. Out of this total **228** service users received a home visit through **234** appointments, **1,730** were seen at a community-based clinic through **1,869** appointments and **1,215** were helped on the mobile clinic through **1,410** appointments. We estimate that we supported an additional **1,550** people over the phone, e-mail or letter with advice, information or help with accessing services provided by local hospitals Audiology Departments or other healthcare providers. **840** new people joined this service during the year.

Our Community Engagement Officer has been holding conversations with people accessing the HSS and below are just a few examples of the feedback received:

*'A 86 years old lady stated that to have HSS nearby and locally is perfect for her and she does not know what she would do if we did not visit with a mobile clinic. In her own words she was "Ecstatic" to have her hearing aids maintained locally and to a high standard.'*

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Achievements and performance (continued)**

*'Mrs B came to Aylsham for HSS and uses the service regularly. She likes the mobile clinic as she does not have to travel far and likes the convenience. "The service provided is always excellent and 100%".*

We regularly receive written and verbal unsolicited feedback from people accessing the HSS, with a few examples provided below:

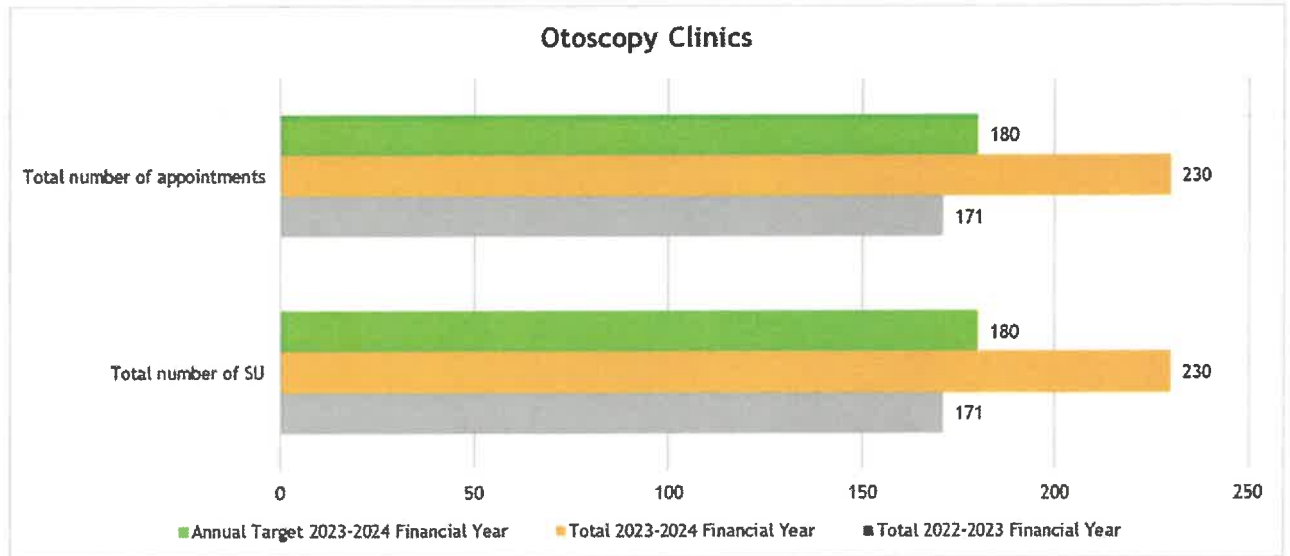
*"Dear staff, I am writing with my sincere thank you for all you do. It's a wonderful service being so close to where I live. You are lovely caring people with a smile every time. It's a rarity in this day and age. Thank you again."*

*"Please find enclosed a cheque as a donation from my father as a thank you for your home visiting hearing aid service. Dad is severe sight impaired so going out to new places can be difficult for him. Your staff were absolutely wonderful and very patient so thank you."*

*Mr D rang to say a "Big THANK you for sorting out his home visit this morning. Really quick and super service."*

Mrs M daughter in law rang in to pass on a huge thank you to every member of staff involved in making the hearing aids happen for her mother-in-law. *"We have been trying for a long time to get things moving with the doctors and Aylsham Lodge, and we have achieved what we thought was impossible with your help."*

The **Otoscopy** clinics, which we introduced in the previous financial year have performed well too and by the end of the 2023-24 financial year we have seen many more patients than the set target, as well as in comparison to the previous year.



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**Achievements and performance (continued)**

**'Cuppa Care' Project**

We continued with the delivery of this project throughout the year, expanding on the number of locations visited and adding the hearing support provision to a number of 'Cuppa Care' session to enable a more holistic delivery of support provided. The delivery was supported by project partners - Vision Norfolk, Age UK Norwich, Norfolk & Waveney Mind, Age UK Norfolk and community connectors from North Norfolk District Council.

During this financial year we have delivered **363** support sessions from **32** locations across Norfolk. In total we supported **1,219** people though **1,347** contacts. This number does not include by-passers who picked up information/leaflets and enquired about the project. The greater majority of people attended the sessions for social interaction ('a chat and a coffee'), though many have also attended to have their hearings aids maintained, receive information on assistive technology (listening and sight), benefits advice, advice regarding older age issues, key safe installations, raising energy costs, electricity meters and volunteering.

People attending the 'Cuppa Care' session are asked to complete the outcomes measuring form, which explores the difference our support makes. The questionnaire consists of four probing statements that service users we asked to agree or disagree with to help us identify the difference our support is making. The following rating as provided by 307 respondents:



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Achievements and performance (continued)**

We have also asked people to provide further information regarding the difference our support makes:

*"I've chatted with people and made friends in the same hearing position as me. Cuppa Care joins people together."*

*"Cuppa Care makes a good way of meeting people. They make us feel very welcome. It's good to talk to people with the same problems."*

*"It gives me confidence to know I will always have support."*

*"Knowing someone is available to help with any small difficulties with hearing."*

*"Very helpful and friendly service. Staff made me feel comfortable."*

*"A big difference as to get public transport to Norwich is hard for me, so I am tired when I get to my appointment."*

*"Easy to access without travelling to other providers of different services."*

*"Easier to talk to someone face to face".*

*"Lovely conversations. Friendship."*

*"Information about help that's available."*

*"Good to have support when needed in rural Norfolk. Not too many services for remote areas."*

**Hearing Loss Awareness Training (HLAT)**

During this financial year we have held a total of 4 external training sessions, training a total of 59 people from Age UK, Kings Lynn Borough Council and the Inspiration Trust. The feedback from the training is very positive, with 100% of attendees stating 'strongly agree' or 'agree' that having attended the course they -

- Have a better understanding of the hearing loss
- Have a better understanding about how to communicate with people who have hearing loss
- They can apply what they learnt in their setting

Further feedback included:

*"Very informative, the trainer was brilliant, explaining things in a clear manner."*

*"Really well presented and informative. Thank you!"*

*"The practical activities were really helpful!"*

*"Excellent, informative and incredibly well presented."*

*"The trainer was engaging, friendly and really informative. I feel much more knowledgeable and have learnt so much. Would recommend!"*

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**TRUSTEES' REPORT (CONTINUED)**  
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**Achievements and performance (continued)**

**b. Employees and volunteers**

The Trustees would like to pay tribute to the small team of paid staff for their work, professionalism, and commitment and equally to all the volunteers whose help is essential and invaluable in the delivery of the Hearing Support Service and the Otoscopy Clinic.

The Trustees acknowledge the difficult times faced during the year due to the substantially increased demand and pressure on the services and on staff capacity, as well as due to the development and implementation of a new service. Trustees are very appreciative to all staff and volunteers who have given their utmost to ensure that services continue to be maintained at a high quality and that Hear for Norfolk continues to be a reliable organisation and able to reach the most vulnerable in our county.

A family member of a service user we supported for a number of years wrote to us to say:

*"To all the staff at Hear for Norfolk. Thank you for all your help with our darling mother who died peacefully at home with dignity and grace. Her hearing aids transformed her life in the last months. They were so much more comfortable, and she could hear the birds singing in the garden. She could also hear us when we rang her on the phone such a joy to us. You were all so kind, patient, efficient and caring, and she enjoyed her visits to see you all."*

The Trustees would also like to thank all our members and the Friends of Hear for Norfolk for their continued support and commitment.

**c. Plans for the future**

Our main plans for the coming financial year are:

1. Increase the capacity and expand the reach of the Adult Audiology Service.
2. Further increase the staff capacity to achieve an increase in the number of appointments and reduce the waiting time for the Aural Care Service clinics across Norfolk.
3. Retain the Aural Care Service Contract with James Paget University Hospital and re-tender for the Aural Care Service contract with Norfolk & Waveney Integrated Board as and when the decision is made by the ICB regarding the service provision in the area.
4. Ensure the sustainability of our Hearing Support Service, by developing innovative and alternative methods of raising funds for the service.
5. Recruit and train additional volunteers for the Hearing Support Service and the Otoscopy Clinics.
6. Maintain positive working relationships with the NHS Norfolk & Waveney ICB, Audiology Departments at the local hospitals and other providers of NHS funded Audiology Services.
7. Ensure the sustainability of the 'Cuppa Care' Project.
8. Proactively promote the Hearing Loss Awareness Training to care homes, medical practices and other community organisations.
9. Focus resources on raising revenue funds from Trusts and Foundations, individual donors, commercial organisations and Friends of Hear for Norfolk.
10. Review and remodel the website to enable online appointments booking.
11. Review organisational policies, procedures and operating standards in line with schedule.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Financial review**

**a. Going concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

**b. Reserves policy**

Free reserves are unrestricted funds that are freely available to be spent on any of the Charity's objectives. Tangible fixed assets and the connected bank loans are not included in free reserves as the assets are essential to the Charity's activities and their disposal would adversely impact on its ability to deliver its aims.

The minimum level of free reserves is set by the Board of Trustees on an annual basis and regularly monitored throughout the year. Action will be taken if actual free reserves fall significantly below the level established.

In determining the level of free reserves, Trustees consider the financial impact of the risks facing the Charity, including the loss of income from partner agencies and voluntary donations, and balance the need to hold sufficient reserves to enable the Charity to:

- Continue its activities when faced with unforeseen circumstances,
- Maximize expenditure on charitable activities.

The policy for 2023/24 was to hold a target minimum level of three months projected annual expenditure and ideally at a target level of six months projected annual expenditure in free reserves (as defined by the Charity Commission), assessed to be £289,090. However, as a result of low level of unrestricted reserves in the previous year, the increase in operational costs due to the need to increase staffing capacity to be able to manage and respond to demand and the changes in funding priorities by many trusts and foundations, this level was not achieved. Therefore, the free reserves as at 31 March 2024 were **£180,163** (2023 - £152,486).

For the 2024/25 financial year the Trustees aim to focus their efforts on ensuring that all services remain sustainable and viable by raising the required funds and securing the current reserves target of two months of projected annual expenditure, which is £192,688. The medium-term ambition is to build up the free reserves with the initial target of £289,032, which represents three months' projected running costs, increasing to six months of annual expenditure in the long-term.

Designated funds are funds set aside by the Trustees out of unrestricted funds to fund specific future purposes and projects. As at 31 March 2024 the Charity had no designated funds.

As at 31 March 2024, the Charity had restricted funds of **£24,950** (2023 - £33,232). Restricted funds are funds received for undertaking an activity specified by the donor when making the gift or may result from the terms of an appeal for funds. Details of the restricted funds are given in note 17.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**Statement of Trustees' responsibilities**

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Disclosure of information to auditors**

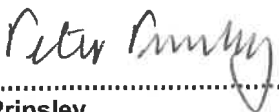
Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

**Auditors**

The auditors, MA Partners LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

  
.....  
**P R Prinsley**  
(Trustee)

Date: 18/9/24

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF NORFOLK DEAF ASSOCIATION (NDA)**

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**Opinion**

We have audited the financial statements of Norfolk Deaf Association (NDA) (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF NORFOLK DEAF ASSOCIATION (NDA)**  
**(CONTINUED)**

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**Other information**

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF NORFOLK DEAF ASSOCIATION (NDA)**  
**(CONTINUED)**

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**Responsibilities of trustees**

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditors' responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

**Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud**

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Charities Act 2022 and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with those charged with governance.
- We inquired of those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF NORFOLK DEAF ASSOCIATION (NDA)**  
**(CONTINUED)**

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Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of those charged with governance and obtaining additional corroborative evidence as required.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditors' report.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



**Frank Shippam BSc FCA DChA (Senior statutory auditor)**

for and on behalf of

**MA Partners LLP**

Chartered Accountants

7 The Close

Norwich

Norfolk

NR1 4DJ

Date: 18 September 2024

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
<b>Income from:</b>					
Donations, grants and legacies	3	37,269	44,823	82,092	123,851
Charitable activities	4	848,418	86,823	935,241	740,165
Other trading activities	5	2,405	-	2,405	3,190
Investments	6	112	-	112	522
<b>Total income</b>		<b>888,204</b>	<b>131,646</b>	<b>1,019,850</b>	<b>867,728</b>
<b>Expenditure on:</b>					
Raising funds	7,8	19,959	-	19,959	21,755
Charitable activities:					
Depreciation		43,063	-	43,063	30,166
Other charitable activities		829,774	139,928	969,702	705,325
<b>Total expenditure</b>		<b>892,796</b>	<b>139,928</b>	<b>1,032,724</b>	<b>757,246</b>
<b>Net (expenditure)/income before net gains/(losses) on investments</b>		<b>(4,592)</b>	<b>(8,282)</b>	<b>(12,874)</b>	<b>110,482</b>
Net gains/(losses) on investments		629	-	629	(1,674)
<b>Net movement in funds</b>		<b>(3,963)</b>	<b>(8,282)</b>	<b>(12,245)</b>	<b>108,808</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		260,303	33,232	293,535	184,727
Net movement in funds		(3,963)	(8,282)	(12,245)	108,808
<b>Total funds carried forward</b>		<b>256,340</b>	<b>24,950</b>	<b>281,290</b>	<b>293,535</b>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 26 to 47 form part of these financial statements.

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 07966408**

**BALANCE SHEET**  
**AS AT 31 MARCH 2024**

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible assets	13	76,177	107,817
		<u>76,177</u>	<u>107,817</u>
<b>Current assets</b>			
Debtors	14	78,704	80,711
Investments	15	51,236	607
Cash at bank and in hand		144,440	163,095
		<u>274,380</u>	<u>244,413</u>
Creditors: amounts falling due within one year	16	(69,267)	(58,695)
<b>Net current assets</b>		<u>205,113</u>	<u>185,718</u>
<b>Total net assets</b>		<u><u>281,290</u></u>	<u><u>293,535</u></u>
<b>Charity funds</b>			
Restricted funds	17	24,950	33,232
Unrestricted funds			
Tangible fixed assets	17	-	107,817
General funds	17	256,340	152,486
Total unrestricted funds	17	<u>256,340</u>	<u>260,303</u>
<b>Total funds</b>		<u><u>281,290</u></u>	<u><u>293,535</u></u>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 07966408**

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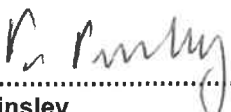
**BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2024**

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The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

  
.....  
**P R Prinsley**  
(Trustee)  
Date: 18/9/24

The notes on pages 26 to 47 form part of these financial statements.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	<b>42,656</b>	122,684
	<hr/>	<hr/>
<b>Cash flows from investing activities</b>		
Dividends, interests and rents from investments	<b>112</b>	522
Purchase of tangible fixed assets	<b>(11,423)</b>	(106,356)
Proceeds from sale of investments	<b>-</b>	26,274
Purchase of investments	<b>(50,000)</b>	-
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	<b>(61,311)</b>	<b>(79,560)</b>
	<hr/>	<hr/>
<b>Change in cash and cash equivalents in the year</b>	<b>(18,655)</b>	<b>43,124</b>
Cash and cash equivalents at the beginning of the year	<b>163,095</b>	119,971
	<hr/>	<hr/>
<b>Cash and cash equivalents at the end of the year</b>	<b>144,440</b>	163,095
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 26 to 47 form part of these financial statements

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**1. General information**

Norfolk Deaf Association is a company limited by guarantee and registered in England and Wales.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Norfolk Deaf Association (NDA) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**2.2 Income**

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**2. Accounting policies (continued)**

**2.3 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.4 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Short-term leasehold property	-	25%
Medical equipment	-	25%
Motor vehicles	-	25%
Office equipment	-	25%
Computer equipment	-	33%

**2.5 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.6 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**2. Accounting policies (continued)**

**2.7 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

**2.8 Financial instruments**

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**2.9 Pensions**

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

**2.10 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**3. Income from donations, grants and legacies**

	<b>Unrestricted funds 2024 £</b>	<b>Restricted funds 2024 £</b>	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Donations	36,169	-	<b>36,169</b>	38,055
Legacies	-	-	-	31,000
Grants	500	44,823	<b>45,323</b>	54,796
Corporate support	600	-	<b>600</b>	-
<b>Total 2024</b>	<u>37,269</u>	<u>44,823</u>	<u><b>82,092</b></u>	<u>123,851</u>
<i>Total 2023</i>	<u>75,355</u>	<u>48,496</u>	<u>123,851</u>	

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**4. Income from charitable activities**

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Aural Care - Norfolk & Waveney ICB	371,403	-	<b>371,403</b>	324,097
Adult Audiology - Norfolk & Waveney ICB	356,809	-	<b>356,809</b>	143,944
Cuppa Care Project - the National Lottery Community Fund	-	35,235	<b>35,235</b>	72,467
Aural Care - Fee income	50,355	-	<b>50,355</b>	53,860
Aural Care - James Paget University Hospital	33,002	-	<b>33,002</b>	40,425
Hearing Support - Norfolk & Waveney ICB	-	39,166	<b>39,166</b>	38,270
NNUH	35,307	-	<b>35,307</b>	23,242
Hearing Loss Awareness Training	1,542	-	<b>1,542</b>	-
Cuppa Care Project	-	12,422	<b>12,422</b>	43,860
<b>Total 2024</b>	<b>848,418</b>	<b>86,823</b>	<b>935,241</b>	<b>740,165</b>
<i>Total 2023</i>	<i>585,568</i>	<i>154,597</i>	<i>740,165</i>	

**5. Income from other trading activities**

**Income from fundraising events**

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Friends of NDA	2,372	<b>2,372</b>	2,549
Miscellaneous income	33	<b>33</b>	641
	<b>2,405</b>	<b>2,405</b>	<b>3,190</b>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**6. Investment income**

	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Dividends received	112	112	522
	112	112	522

**7. Expenditure on raising funds**

**Costs of raising voluntary income**

	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Wages and salaries	17,647	17,647	19,116
Social security costs	1,994	1,994	2,247
Contribution to defined contribution pension schemes	318	318	320
	19,959	19,959	21,683

**8. Investment management costs**

	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Investment management fees	-	-	72
	-	-	72

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**9. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2024 £</b>	<b>Support costs 2024 £</b>	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Hearing Support Service	128,492	7,269	<b>135,761</b>	144,370
Aural Care Service	411,888	12,672	<b>424,560</b>	370,660
Cuppa Care Project	63,169	2,154	<b>65,323</b>	42,374
Adult Audiology Service	369,013	12,846	<b>381,859</b>	166,831
Community Voices & Rend	5,262	-	<b>5,262</b>	11,256
	<u>977,824</u>	<u>34,941</u>	<u><b>1,012,765</b></u>	<u>735,491</u>
<i>Total 2023</i>	<u>709,734</u>	<u>25,757</u>	<u>735,491</u>	

**Analysis of direct costs**

	<b>Cuppa Care Project - the National Lottery Community Fund 2024 £</b>	<b>Aural Care Service 2024 £</b>	<b>Cuppa Care Project 2024 £</b>	<b>Adult Audiology Service 2024 £</b>
Staff costs	76,759	270,708	33,876	177,052
Depreciation	2,971	16,258	14,236	9,598
Premises	13,284	27,040	2,702	13,533
Legal & Professional	(1,161)	5,500	250	1,250
Computer & IT support	7,135	16,032	1,983	12,696
General running expenses	19,985	74,468	8,023	151,908
Volunteers costs	6,619	-	47	-
Marketing	2,900	1,882	2,052	2,976
	<u>128,492</u>	<u>411,888</u>	<u>63,169</u>	<u>369,013</u>
<i>Total 2023</i>	<u>134,907</u>	<u>358,539</u>	<u>41,601</u>	<u>163,535</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**9. Analysis of expenditure by activities (continued)**

**Analysis of direct costs (continued)**

	<b>Community Voices &amp; Rend 2024 £</b>	<b>Total funds 2024 £</b>	<b>Total funds 2023 £</b>
Staff costs	4,757	563,152	410,647
Depreciation	-	43,063	30,166
Premises	-	56,559	57,391
Legal & Professional	-	5,839	2,884
Computer & IT support	-	37,846	36,921
General running expenses	505	254,889	163,545
Volunteers costs	-	6,666	5,009
Marketing	-	9,810	3,171
	<u>5,262</u>	<u>977,824</u>	<u>709,734</u>
<i>Total 2023</i>	<u>11,152</u>	<u>709,734</u>	

**Analysis of support costs**

	<b>Cuppa Care Project - the National Lottery Community Fund 2024 £</b>	<b>Aural Care Service 2024 £</b>	<b>Cuppa Care Project 2024 £</b>	<b>Adult Audiology Service 2024 £</b>
Premises	1,476	3,004	300	1,504
Legal & Professional	1,389	1,620	231	5,310
Other staff costs	4,404	8,048	1,623	6,032
	<u>7,269</u>	<u>12,672</u>	<u>2,154</u>	<u>12,846</u>
<i>Total 2023</i>	<u>9,463</u>	<u>12,121</u>	<u>773</u>	<u>3,296</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**9. Analysis of expenditure by activities (continued)**

**Analysis of support costs (continued)**

	<b>Community Voices &amp; Rend 2024 £</b>	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Premises	-	<b>6,284</b>	6,284
Legal & Professional	-	<b>8,550</b>	2,533
Other staff costs	-	<b>20,107</b>	16,940
	-	<b>34,941</b>	<i>25,757</i>
	-	<b>34,941</b>	<i>25,757</i>
<i>Total 2023</i>	<i>104</i>	<i>25,757</i>	
	<i>104</i>	<i>25,757</i>	

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**10. Auditors' remuneration**

	2024 £	2023 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	6,750	-
Fees payable to the Charity's auditor in respect of:		
All taxation advisory services not included above	1,800	-
All assurance services not included above	-	2,125
	6,750	2,125

**11. Staff costs**

	2024 £	2023 £
Wages and salaries	539,375	401,566
Social security costs	37,336	26,381
Contribution to defined contribution pension schemes	6,400	4,383
	583,111	432,330

The average number of persons employed by the Charity during the year was as follows:

	2024 No.	2023 No.
Employees	26	21
	26	21

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024 No.	2023 No.
In the band £60,001 - £70,000	-	1
In the band £70,001 - £80,000	1	-

The total remuneration for key management personnel, including employer pension contributions and employer national insurance contributions, for the year totalled **£177,968** (2023 - £147,283).

**12. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**13. Tangible fixed assets**

	Short-term leasehold property £	Medical equipment £	Motor vehicles £	Office equipment £	Computer equipment £	Total £
<b>Cost or valuation</b>						
At 1 April 2023	9,844	37,073	143,314	6,540	16,561	213,332
Additions	-	408	6,575	774	3,666	11,423
At 31 March 2024	<u>9,844</u>	<u>37,481</u>	<u>149,889</u>	<u>7,314</u>	<u>20,227</u>	<u>224,755</u>
<b>Depreciation</b>						
At 1 April 2023	1,716	9,550	79,882	4,062	10,305	105,515
Charge for the year	2,461	8,264	27,814	993	3,531	43,063
At 31 March 2024	<u>4,177</u>	<u>17,814</u>	<u>107,696</u>	<u>5,055</u>	<u>13,836</u>	<u>148,578</u>
<b>Net book value</b>						
At 31 March 2024	<u>5,667</u>	<u>19,667</u>	<u>42,193</u>	<u>2,259</u>	<u>6,391</u>	<u>76,177</u>
At 31 March 2023	<u>8,128</u>	<u>27,523</u>	<u>63,432</u>	<u>2,478</u>	<u>6,256</u>	<u>107,817</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**14. Debtors**

	2024 £	2023 £
<b>Due within one year</b>		
Trade debtors	75,709	79,902
Other debtors	-	225
Prepayments and accrued income	2,995	584
	<b>78,704</b>	<b>80,711</b>

**15. Current asset investments**

	2024 £	2023 £
Unlisted investments	51,236	607
	<b>51,236</b>	<b>607</b>

**16. Creditors: Amounts falling due within one year**

	2024 £	2023 £
Trade creditors	44,017	46,696
Other taxation and social security	17,259	9,874
Other creditors	1,241	-
Accruals and deferred income	6,750	2,125
	<b>69,267</b>	<b>58,695</b>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**17. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>						
Tangible fixed assets	107,817	-	(43,063)	(64,754)	-	-
<b>General funds</b>						
General Funds	152,486	888,204	(849,733)	64,754	629	256,340
<b>Total Unrestricted funds</b>	<b>260,303</b>	<b>888,204</b>	<b>(892,796)</b>	<b>-</b>	<b>629</b>	<b>256,340</b>
<b>Restricted funds</b>						
Norfolk & Waveney Integrated Care Board (ICB)	-	39,166	(39,166)	-	-	-
The National Lottery Community Fund - Cuppa Care Project	-	35,235	(17,618)	-	-	17,617
Alan Boswell Group Charitable Trust	-	10,000	(5,000)	-	-	5,000
Norfolk Community Foundation - NHS Charities Together	2,070	12,422	(14,492)	-	-	-
Norfolk and Waveney Community Voices	-	6,910	(6,910)	-	-	-

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**17. Statement of funds (continued)**

**Statement of funds - current year (continued)**

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Norfolk Community Foundation - Saracen's Norfolk Fund	-	5,000	(5,000)	-	-	-
Norfolk Community Foundation - REND Project	1,818	4,913	(6,731)	-	-	-
RC Snelling Charitable Trust	-	4,000	(4,000)	-	-	-
The D'Oyly Carte Charitable Trust	-	3,500	(1,167)	-	-	2,333
The Clan Trust	-	2,000	(2,000)	-	-	-
Paul Bassham Charitable Trust	-	2,000	(2,000)	-	-	-
The Lady Hind Trust	-	2,000	(2,000)	-	-	-
The Mickleham Trust	-	2,000	(2,000)	-	-	-
Lord Cazens- Hardy Charitable Trust	-	1,000	(1,000)	-	-	-
The John Jarrold Trust	-	1,000	(1,000)	-	-	-
The Mr & Mrs Philip Rackham Charitable Trust	-	500	(500)	-	-	-
Rotary Club Norwich	11,206	-	(11,206)	-	-	-
The National Lottery Community Fund - Hearing Support Service	6,039	-	(6,039)	-	-	-
Other Cuppa Care restricted funds	4,016	-	(4,016)	-	-	-
Other restricted funds	8,083	-	(8,083)	-	-	-

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**17. Statement of funds (continued)**

**Statement of funds - current year (continued)**

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
	33,232	131,646	(139,928)	-	-	24,950
	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
<b>Total of funds</b>	<b>293,535</b>	<b>1,019,850</b>	<b>(1,032,724)</b>	<b>-</b>	<b>629</b>	<b>281,290</b>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**17. Statement of funds (continued)**

Norfolk & Waveney Integrated Care Board (ICB) funding is used towards providing advice and a hearing support service for NHS hearing aid users throughout Norfolk and for working with organisations who refer newly diagnosed hearing aid users to the Charity.

The National Lottery Community Fund - first payment of a five-year funding toward the Cuppa Care Project operational costs.

Alan Boswell Group Charitable Trust funds are used towards the salary of Hearing Support Service worker.

The Norfolk Community Foundation NHS Charities Together Fund funds are used towards the operational costs of the Cuppa Care Project.

The Norfolk & Waveney Community Voices funds are used towards the delivery of Community Voices Project.

The Norfolk Community Foundation - Saracen's Norfolk Fund funds are used towards the salary of Hearing Support Service worker.

The Norfolk Community Foundation REND project funds are used towards the delivery of REND Project.

The R C Snelling Charitable Trust funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The D'Oyly Carte Charitable Trust funds are used towards the delivery of the Hearing Support Service.

The Clan Trust funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Paul Bassham Charitable Trust funds are used towards the cost of delivering the Hearing Support Service.

The Lady Hind Trust funds are used towards the cost of the Hearing Support Service mobile clinic.

The Mickleham Trust funds are used towards the cost of delivering the Hearing Support Service.

Lord Cazens-Hardy Charitable Trust funds are used towards the cost of delivering the Hearing Support Service.

The John Jarrold Trust funds are used towards the delivery of the Cuppa Care Project.

The Mr & Mrs Philip Rackham Charitable Trust funds are used towards the cost of delivering the Hearing Support Service mobile clinic.

Rotary Club Norwich provided funding towards the purchase and conversion of the 'Cuppa Care' bus.

The National Lottery Community Fund - the carry forward balance of the last year of a three-year grant towards the running costs of the Hearing Support Service.

The Other Cuppa Care restricted funds are used towards the operational costs of the Cuppa Care Project.

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**17. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2022</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2023</i>
	£	£	£	£	£	£
<b>Unrestricted funds</b>						
Tangible fixed assets	-	-	-	107,817	-	107,817
<b>General funds</b>						
General Funds	122,127	664,635	(524,785)	(107,817)	(1,674)	152,486
<b>Total Unrestricted funds</b>	<b>122,127</b>	<b>664,635</b>	<b>(524,785)</b>	<b>-</b>	<b>(1,674)</b>	<b>260,303</b>
<b>Restricted funds</b>						
Norfolk & Waveney Integrated Care Board (ICB)	-	38,270	(38,270)	-	-	-
Norfolk Community Foundation - NHS Charities Together	2,070	24,844	(24,844)	-	-	2,070
Norfolk and Waveney Community Voices	-	9,480	(9,480)	-	-	-
Norfolk Community Foundation - REND Project	-	3,528	(1,710)	-	-	1,818
RC Snelling Charitable Trust	4,000	-	(4,000)	-	-	-
The Clan Trust	5,000	-	(5,000)	-	-	-
Rotary Club Norwich	11,206	-	-	-	-	11,206



**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**18. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Designated funds	107,817	-	(43,063)	(64,754)	-	-
General funds	152,486	888,204	(849,733)	64,754	629	256,340
Restricted funds	33,232	131,646	(139,928)	-	-	24,950
	<u>293,535</u>	<u>1,019,850</u>	<u>(1,032,724)</u>	<u>-</u>	<u>629</u>	<u>281,290</u>

**Summary of funds - prior year**

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Designated funds	-	-	-	107,817	-	107,817
General funds	122,127	664,635	(524,785)	(107,817)	(1,674)	152,486
Restricted funds	62,600	203,093	(232,461)	-	-	33,232
	<u>184,727</u>	<u>867,728</u>	<u>(757,246)</u>	<u>-</u>	<u>(1,674)</u>	<u>293,535</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**19. Analysis of net assets between funds**

**Analysis of net assets between funds - current period**

	<b>Unrestricted funds 2024 £</b>	<b>Restricted funds 2024 £</b>	<b>Total funds 2024 £</b>
Tangible fixed assets	76,177	-	76,177
Current assets	249,432	24,950	274,382
Creditors due within one year	(69,269)	-	(69,269)
<b>Total</b>	<b>256,340</b>	<b>24,950</b>	<b>281,290</b>

**Analysis of net assets between funds - prior period**

	<i>Unrestricted funds 2023 £</i>	<i>Restricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Tangible fixed assets	107,817	-	107,817
Current assets	211,181	33,232	244,413
Creditors due within one year	(58,695)	-	(58,695)
<b>Total</b>	<b>260,303</b>	<b>33,232</b>	<b>293,535</b>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**20. Reconciliation of net movement in funds to net cash flow from operating activities**

	2024 £	2023 £
Net income/expenditure for the period (as per Statement of Financial Activities)	(12,245)	108,808
<b>Adjustments for:</b>		
Depreciation charges	43,063	30,166
Gains/(losses) on investments	(629)	1,674
Dividends, interests and rents from investments	(112)	(522)
Decrease/(increase) in debtors	2,005	(50,404)
Increase in creditors	10,574	32,962
<b>Net cash provided by operating activities</b>	<b>42,656</b>	<b>122,684</b>

**21. Analysis of cash and cash equivalents**

	2024 £	2023 £
Cash in hand	144,440	163,095
<b>Total cash and cash equivalents</b>	<b>144,440</b>	<b>163,095</b>

**22. Analysis of changes in net debt**

	At 1 April 2023 £	Cash flows £	Other non- cash changes £	At 31 March 2024 £
Cash at bank and in hand	163,095	(18,655)	-	144,440
Liquid investments	607	50,000	629	51,236
	<b>163,702</b>	<b>31,345</b>	<b>629</b>	<b>195,676</b>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**23. Pension commitments**

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

The pension cost charge represents contributions payable by the Charity to the fund and amounted to **£6,400** (2023 - £4,383).

Contributions totaling **£1,241** (2023 - £nil) were payable to the fund at the balance sheet date and are included in creditors.

**24. Operating lease commitments**

At 31 March 2024 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	2023 £
Not later than 1 year	42,330	35,000
Later than 1 year and not later than 5 years	134,460	142,917
	<u>176,790</u>	<u>177,917</u>

**25. Related party transactions**

During 2019 one of the Trustee's made an interest free loan to the Charity totaling £10,000. During the year, the Charity repaid **£Nil** (2023 - £5,000) of the loan. The remaining loan balance at the balance sheet date is £nil (2023 - £Nil).

**NORFOLK DEAF ASSOCIATION (NDA)**

England & Wales - Charity number 1146883

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# Accounts

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Registered number: 07966408  
Charity number: 1146883

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2023**

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2023**

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<b>Trustees</b>	P R Prinsley, Chair C I M I C Cant, Vice Chair R A Moate, Treasurer (appointed 10 November 2022) Dr R J A Cadman (appointed 10 November 2022) S R Chalmers J S L Hirst Dr J E Fitzgerald Dr M J Platt (resigned 11 November 2022)
<b>Company registered number</b>	07966408
<b>Charity registered number</b>	1146883
<b>Registered office</b>	14 Meridian Way Norwich Norfolk NR7 0TA
<b>Patrons</b>	Sir Richard Jewson KCVO JP Lady Dannatt MBE, Lord-Lieutenant Norfolk
<b>Chief executive officer</b>	A Derrett
<b>Accountants</b>	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ
<b>Bankers</b>	Santander UK plc Bridle Road Bootle Merseyside L30 4GB
<b>Solicitors</b>	Cozens-Hardy LLP Castle Chambers Opie Street Norwich Norfolk NR1 3DP

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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The Trustees present their annual report together with the financial statements of the Charity for the 1 April 2022 to 31 March 2023. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

**Reference and administrative details**

The Norfolk Deaf Association (NDA) is a charitable company founded in 1898 and first registered with the Charity Commission in 1962. In February 2012 NDA registered as a Company Limited by Guarantee and, as a consequence, re-registered with the Charity Commission in April 2012. The Charity's governing documents are the Memorandum and Articles of Association. In July 2020, following the approval from the Charity Commission, NDA began to operate under the working name of **Hear for Norfolk**.

The address of the registered office is as shown on the first page. Details of the Trustees/Directors, the Patrons, senior executive staff and principal professional advisers are also given on the first page.

**Norfolk Deaf Association (NDA) Objects**

The Norfolk Deaf Association's charitable objects are:

"To relieve and assist Deaf and hard-of-hearing people in the mitigation of the effects of whole or partial lack or defect in hearing or speech or both.

To improve the quality of life and relieve the needs of persons with all degrees of hearing loss or hearing related issues by providing items, support, activities or facilities in the interests of social welfare, designed to improve their condition of life." (*extract from NDA's Memorandum and Articles of Association*)

**Structure, governance and management**

**a. Constitution**

Norfolk Deaf Association (NDA) is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

**b. Methods of appointment or election of Trustees**

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Structure, governance and management (continued)**

**c. Organisational structure and decision-making policies**

The Trustees of Hear for Norfolk have the overall responsibility for the governance and strategic direction of the charity. Trustees are either elected or co-opted to the Board and can stand for re-election. The Board of Trustees currently consists of eight Trustees/Directors and has three officers (Chairman, Vice-Chairman and Honorary Treasurer). The Board of Trustees meets quarterly and reviews strategy and performance, and monitors implementation plans and budgets. In line with the requirements of the governing document Trustees also organise an Annual General Meeting at which elections take place and resolutions are passed.

In between the main Board of Trustees meetings, the Chief Executive has regular communications with the Chairman and the Treasurer.

On a day-to-day basis the organisation is managed by the Chief Executive, who has the overall responsibility for strategic planning and operational management, human and financial resources, service delivery, quality control and fundraising. The Chief Executive has extensive experience and expertise in leading third sector organisations, business transformation, change management, organisational development and professional fundraising.

**d. Policies adopted for the induction and training of Trustees**

New Trustees are recruited based on the skills and expertise that have been identified as required to effectively govern the Charity. An open recruitment process, as well as targeted approach, is used when recruiting new Trustees. Interested candidates are asked to submit their CV and a statement about why they wish to join the Board, what particular skills they will bring and what contribution to the Board and the Charity they can make. There is a formal interview with the Chairman, the Treasurer and the Chief Executive. The candidates are also given the opportunity to visit some of the services and attend one or two Board meetings before making the final commitment.

The current Trustees are familiar with the work of the organisation, as the majority of them have been involved with the Charity for a number of years. A skills audit of individual Trustees is undertaken on a regular basis and the findings inform the future recruitment to the Board.

A Trustee induction pack is in place, which is given to all newly recruited Trustees. The pack includes various Charity Commission publications, published accounts, financial procedures, risk assessment documents, the current business plan, working budget, roles and responsibility of a Trustee and the Board, and the Memorandum and Articles.

The Chairman of the Board of Trustees and the Chief Executive meet with new Trustees to cover:

- + The obligations of Trustee Board members
- + The main documents that set out the strategic/operational framework for the Charity
- + Resources and the current financial position
- + Future plans and objectives
- + An overview of the work of the organisation and staff team

Trustees are encouraged to attend training sessions to develop their skills and knowledge.

The Trustees adopted the Charity Commission's Charity Governance Code 2017.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Structure, governance and management (continued)**

**e. Risk management**

The Board is responsible for the management of the risks faced by the Charity. Detailed consideration of the risks is delegated to the Chief Executive. Risks are identified, assessed and controls established throughout the year. A formal review of the Charity's risk management processes is undertaken on an annual basis and risks are reviewed on a rolling cycle.

The key controls used by the Charity include:

- + Strategic planning, budgeting, and management accounting
- + Organisational and governance structure and lines of reporting
- + Formal written policies, which are reviewed regularly
- + Hierarchical authorisation and approval levels
- + Regular assessments of risk at board meetings
- + Formal agenda for trustees' board activity

Through the risk management processes established for the Charity, the Trustees are satisfied that the major risks identified have been adequately mitigated where necessary. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

**Objectives and activities**

**a. Our Vision and Mission**

Our **vision** is to continue to be a provider of high quality and reliable services for people with hearing loss and related conditions, delivered by a team of experienced, knowledgeable, and professional staff and volunteers.

Our **mission** is dedicated to improving the emotional wellbeing, communication, and the overall quality of life of people with hearing loss and related conditions, and their families.

We achieve this by providing practical and emotional support, aural care, hearing aid maintenance, hearing assessment and fitting, otoscopy, hearing loss awareness training, and information on hearing loss and other related conditions.

We are true to our **values** and they are at the heart of everything we do.

**Inclusivity** – we believe in making our services available and accessible to anyone who needs them. We believe in staff having the ownership of the services we provide and be empowered to proactively make improvements in their areas of work.

**Integrity** – we believe in treating people with respect, being open, honest and trustworthy. We believe in transparency, accountability, recognising our limitations and in strict adherence to confidentiality.

**Responsiveness** – we believe in a safe, timely, effective, efficient and flexible modus operandi. We believe in responding promptly to the changes in need of our service users, as well as the changes required within the organisation to ensure we maintain a high-quality provision.

**Resourcefulness** – we believe in finding effective solutions to solve problems, in assessing the need to enable us find 'a way to help'. We believe in planning in accordance with resources available, working as a team and in a collaborative way with other organisations.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Objectives and activities (continued)**

**b. Main activities undertaken to further the Charity's purposes for the public benefit**

The Trustees confirm that they have complied with their duty in section 4 of the Charities Act 2011 to have due regard to the public benefit guidance used by the Charity Commission for England and Wales. The Trustees further confirm that the activities of the Charity are carried out, in line with its objects, for the public benefit.

The Charity's main objective for the public benefit is:

To provide providing practical and emotional support, aural care, hearing aid maintenance, hearing loss awareness training, and information on hearing loss and other related conditions to people with all degrees of hearing loss in Norfolk.

The Charity achieves this objective by delivering the following services:

**Aural Care Service** is aimed at improving the quality of life for people who are affected by excessive ear wax. We offer the Aural Care Service (ear wax removal clinics using suction under magnification and, if required, manual instruments), delivered from easily accessible community-based clinics, mobile ear care clinic, and domiciliary and care home visits for patients that are housebound. The service is run by a team of professionally trained and experienced Aural Care Practitioners, who are registered nurses and have completed specialist aural care training.

**Adult Audiology Service** is aimed at assessing hearing function, advising on the most beneficial treatment for hearing loss, dispensing and fitting hearing aids. We offer this NHS funded accessible audiology service to people age 50+ with age related hearing loss. The service is delivered by trained, registered and experienced Audiologists from our community-based and mobile clinics, and as well as through domiciliary and care home visits for housebound patients.

**Hearing Support Service** the aim of this service is to offer assistance to users of NHS hearing aids by providing emotional support, routine maintenance of their hearing aids, advising on their use, communication tactics and the available assistive listening devices. We deliver this service by reaching our service users through home visiting, community-based clinics, and a mobile clinic. This outreach support service is managed and administered by a small team of paid staff and delivered across Norfolk by a team of well-trained and dedicated volunteers. As part of this service, we offer the **Ear Otoscopy clinic**, which is aimed at screening individuals for the presence of ear wax and referring for appropriate treatment, if required.

**The Cuppa Care Project** offers emotional, wellbeing and practical support, information and advice to members of the community who might experience loneliness or isolation or who might require specialist support or advice. This service is led by Hear for Norfolk and delivered in partnership with local specialist organisations: Vision Norfolk, Hear for Norfolk, Age UK Norwich, Norfolk & Waveney Mind and Age UK Norfolk.

**Hearing Loss Awareness Training** aims to increase the awareness and understanding of the challenges faced by people with all degrees of hearing loss in the workplace, education and in social settings. The training is delivered face-to-face as well as online, enabling us to meet the needs of different organisations and individuals.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Achievements and performance**

**a. Review of activities**

**Organisational level**

Throughout the year the Trustees have monitored the implementation of the objectives set for the year through the Chief Executive's report at the Board meetings. The Trustees are pleased to report that the service delivery objectives set for the year have been achieved.

The Trustees are very pleased to report that the organisation continued to increase the capacity and expand the reach of its services to people across Norfolk, due to having robust plans in place, a strong and professional team, and increased reputation resulting in increase in number of referrals, a range of outreach and mobile services and the additional funds secured during the year. This combination enabled the organisation to reliably continue with the delivery of its services, reaching people close to where they live and meeting their needs.

We are very grateful to all funders who have supported our 'Cuppa Care' Project with the required capital funds enabling us to purchase and convert the purpose built 'Cuppa Care' bus, namely the Geoffrey Watling Charity, the Clan Trust, the R. C. Snelling Charitable Trust, Norfolk Community Foundation Transforming Communities Fund, the Martin Laing Foundation, the Smith & Pinching Charitable Trust, the Lord Cozens-Hardy Trust and a number of very generous members from the Rotary Club of Norwich. After a number of months of waiting for the vehicle to be delivered and then converted, on the 12th December 2022 the new 'Cuppa Care' bus was launched.

Lady Dannatt, HM Lord Lieutenant of Norfolk, and Patron of the charity, who officially launched the new bus said:

*"It is such a profound and very great privilege for me to be with you this morning to talk about 'Cuppa Care' bus. Thank you beyond measure for inviting me to highlight this remarkable and innovative project, while hugely thanking the Rotarian community who have so generously enabled the project in the first place.*

*Hearing and sight loss, as well as many other conditions can and do accentuate social isolation. It then so often leads to a profound lack of confidence, a low level of self-esteem, and unsurprisingly, mental health issues may often increase as a result. Far fewer people with hearing loss become involved in social activities of any kind. The pathway to social exclusion is well understood.*

*Hearing loss, for example, can cause grief, anxiety and anger. It can affect your personality and without doubt, your ability to freely and legitimately express your thoughts consistently to the rest of the world. Here in Norfolk, we frequently add into that mix rural poverty, and certainly rural isolation. Few if any bus services. Few remaining pubs or local amenities such as a village shop or post office. Fewer, more than ever, community spaces where a person with profound hearing loss can feel not only welcome, but safe.*

*So these are just some of the reasons why I am so passionate about Hear for Norfolk's community 'Cuppa Care' Bus scheme. Innovative, imaginative and grass root level led, this scheme ticks all the boxes for me, and many, many more. Without a doubt this new converted vehicle before us today will not only reach, but simply transform the lives of so many in this count, but those who often and hitherto are suffering in anguish - and in silence. 'Cuppa Care' will provide their lifeline and their sanctuary.*

*On behalf of all within our communities suffering from hearing or sight loss, and any other health conditions and disadvantages and on behalf of this magnificent county of ours, may I offer Hear for Norfolk, all the charities involved in the project delivery and the Rotarians, my most profound thanks. Norfolk owes you all a significant debt of gratitude indeed. Furthermore, on behalf of His Majesty The King I salute you - and thank you from the bottom of my heart."*

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Achievements and performance (continued)**

We are very pleased to report that in September 2022 we mobilised our new Adult Audiology Service (hearing assessment and hearing aids fitting for patients age 50+) following a tendering process with NHS Norfolk & Waveney ICB.

Despite the tough operational and funding environment, we still managed to successfully secure an encouraging level of fundraising income, with funds secured from individual donors, trusts and foundations, together with contracts with the NHS Norfolk and Waveney ICB, the Norfolk and Norwich University Hospital and James Paget University Hospital. The third year grant of the National Lottery Community Fund award has been received, out of the pledged three-year £217,401 total grant towards our Hearing Support Service. We have also been successful with securing community engagement funds through Norfolk Community Foundation and being a delivery partner in Community Voices and REND Projects, aimed at conducting conversations with people in local communities, seeking their feedback and experience regarding local healthcare services and obtaining their views about barriers to access and suggested improvements.

In early March 2023 the staff team carried out a review of the 2021 - 2024 Business Plan, the finding of which have been reported to and discussed by the Board of Trustees at their March meeting. The key objectives and priorities for 2023/24 financial year have been agreed on as part of these meetings. A summary of these objectives can be found in the 'Plans for the future section' of this report.

**Services**

***Hearing Support Service***

The Hearing Support Service (HSS) is one of our key support services, which was established over 30 years ago and offers practical assistance, information and advice to users of NHS hearing aids. The support provided by the HSS is absolutely necessary and essential for continued and regular use of hearing aids, as hearing aid components deteriorate with daily use and need regular maintenance or replacement to keep them in working condition and effective. The majority of our service users are not able to undertake the self-maintenance due to age-related dexterity, frailty or memory issues.

HSS is highly accessible and is delivered across Norfolk by a small team of part-time staff, and a team of well trained and dedicated volunteers via home visiting, community-based and mobile clinics, over the phone & online and via the postal service.

During the year we have re-introduced the 'drop in' arrangements for all our mobile clinics, reducing the administrative burden of having to book people into appointment slots that was required as a safety measure during the pandemic. We have also increased the number of mobile clinics venues and sessions by adding the provision of hearing support to some of the 'Cuppa Care' sessions. This enabled us to increase the reach of the service.

To deliver the service we are working in close collaboration with Audiology Departments from the Norfolk & Norwich University Hospital, James Paget University Hospital, and West Suffolk Hospital, as well as with other NHS-funded independent audiological services providers (Specsavers, Scrivens and the Outside Clinic). The hospitals provide us with the supplies required to undertake maintenance and repair work, as well as contribute to the training of our volunteers. We also work closely with a number of care homes, GP Practices, local charities, community organisations and supermarkets, who make their premises available to us free of charge, so we can run our community-based clinics or use the car parks to accommodate our mobile clinic.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

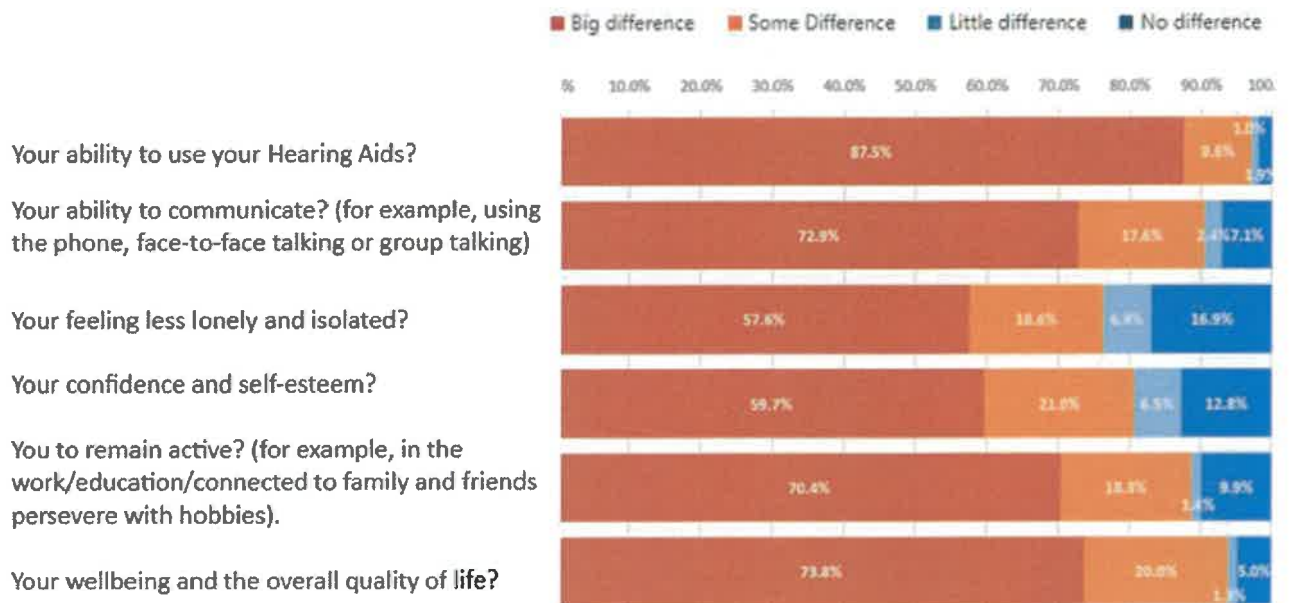
**Achievements and performance (continued)**

Our Hearing Support Service supports a large proportion of the elderly population of Norfolk. A big percentage of this cohort are experiencing hearing loss by virtue of ageing, but they are also affected by other issues such as loneliness, isolation, ill health, mobility issues and challenges with access to services due to the rurality of our county. Rural and coastal areas of Norfolk experience challenges with their infrastructure, with many residential areas lacking reliable public transport and access to services. We do our best to bring our services into the community to ensure equal access.

To alleviate some of these challenges and to ensure that our support is accessible, we run our HSS clinics across the county on a regular and timetabled basis from either our mobile clinic, covering 31 locations across Norfolk, 5 community-based venues, 22 care homes, 6 sheltered accommodations, and domiciliary visits for housebound service users.

During the last financial year (2022-2023) HSS supported 3,132 people through 3,459 appointments, of which 255 received a home visit through 276 appointments, 1,915 were seen at a community-based clinic through 2,142 appointments and 962 were helped on the mobile clinic through 1,041 appointments. We estimate that we supported an additional 1,450 people over the phone, e-mail or letter with advice, information or help with accessing services provided by local hospitals Audiology Departments or other healthcare providers. 859 new people joined this service during the year.

To measure the outcomes we achieve for our service users, we provide them during the year with an Outcomes Measuring Questionnaire (OMQ) consisting of 25 probing questions, which apart from collecting data on the quality of our service and the improvements we could make, is designed to assess and measure the softer outcomes. From 138 responses provided to the question "What difference our support has made to...." we have received the following feedback:



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**Achievements and performance (continued)**

In the same questionnaire we have asked service users to rate the quality of each maintenance task we undertook, and received the following results:

*“For each service provided: the service I received was...”*



We regularly receive very kind and encouraging unsolicited feedback from our service users, either from face-to-face conversations with them whilst attending our community-based or mobile clinics or on the phone when requesting hearing aids supplies or a home visit, and below are just a few examples:

*“I benefit from the regular home visits that Hear for Norfolk provides and would find it very difficult to go elsewhere. Your service makes a big difference to me, and I am pleased that you are always there when I need it.”*

*“I would not know where else to get the batteries if you can't do that.”*

*“I can't leave the house as I am very vulnerable and worried about infections, especially I am worried about visiting the hospital.”*

*“You are offering a quick service and you are always there for me.”*

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

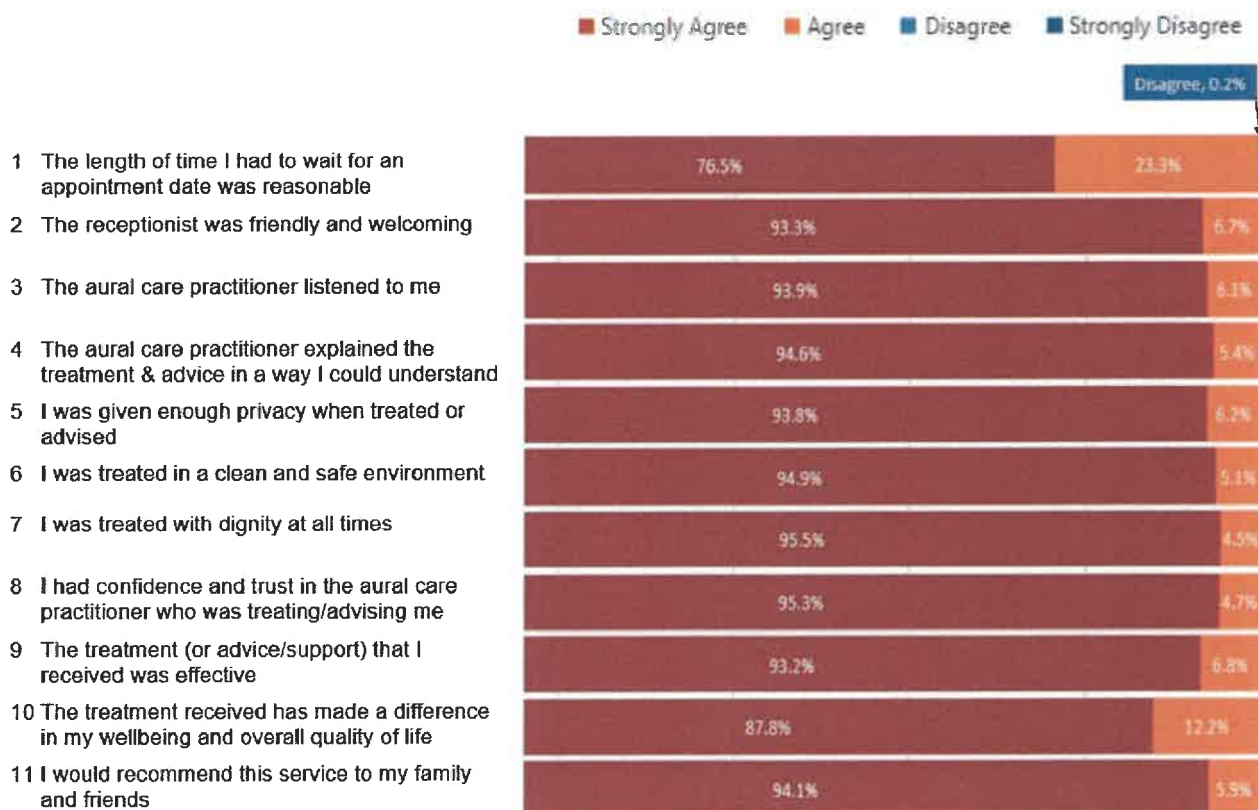
**Achievements and performance (continued)**

***Aural Care Service***

The Aural Care Service has been very busy and we have had to further increase the nursing capacity to be able to manage the increase in the level of referrals to the service.

During the financial year we have been able to deliver a total of **10,953** aural care appointments. Of those, **8,691** appointments were attended by patients that have been referred by their GP, **1,484** appointments attended by fee-paying patients and **778** appointments attended by patients referred to us by James Paget University Hospital. In addition, we carried out **190** domiciliary visits.

Patients accessing our Aural Care Service are provided with a post-procedure feedback form that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received. Below is a summary of the responses received from 1,290 patients who completed the form. Patients are asked to agree or disagree with a set of statements:



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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Achievements and performance (continued)**

Many patients supported their answers with additional comments, a few of which are exemplified below:

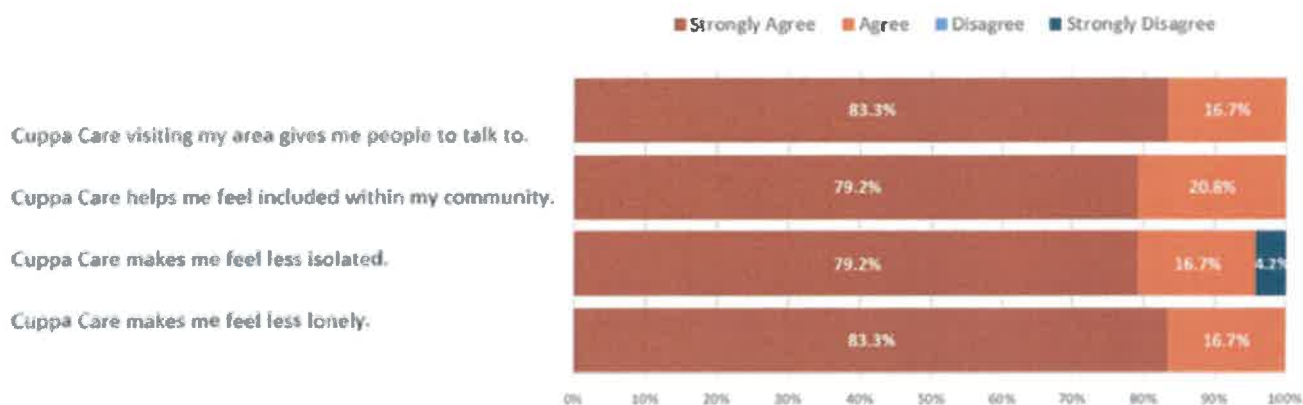
- "Excellent service which I will recommend to others. 10/10."*
- "Helped my adult son with learning disabilities feel very relaxed."*
- "This is an amazing service and should be promoted more. So superior to using a commercial retailer."*
- "Very friendly and explained everything very clearly."*
- "Very kind, understanding and helpful."*
- "Care at appointment was exemplary, the wait from initial GP screening is very long".*
- "Polite, encouraging and a real expert."*
- "Very friendly. Quick. No pain. Fantastic."*
- "Great service and kind staff who reassured me."*
- "Wonderful place. service and setup".*

**'Cuppa Care' Project**

We continued with the delivery of this project throughout the year, expanding on the number of locations visited soon after the new 'Cuppa Care' bus was mobilised. The delivery was supported by project partners - Vision Norfolk, Age UK Norwich, Norfolk & Waveney Mind, Age UK Norfolk, Macmillan Cancer support and community connectors from North Norfolk District Council.

During the year we have delivered **256** support sessions from **22** locations across Norfolk. In total we supported **287** people though **334** contacts. This number does not include by-passers who picked up information/leaflets and enquired about the project. The greater majority of people attended the sessions for social interaction ('a chat and a coffee'), though many have also attended to have their hearing aids maintained, receive information on assistive technology (listening and sight), benefits advice, advice regarding older age issues, bullying, work pressures and bereavement.

People attending the 'Cuppa Care' session are asked to complete the outcomes measuring form, which explores the difference our support makes. The questionnaire consists of four probing statements that service users we asked to agree or disagree with to help us identify the difference our support is making. The following rating as provided by 24 respondents:



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NORFOLK DEAF ASSOCIATION (NDA)  
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TRUSTEES' REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023

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**Achievements and performance (continued)**

We have also asked people to provide further information regarding the difference our support makes:

A word cloud of feedback phrases in various shades of blue and green. The most prominent words are 'great difference' and 'lovely'. Other phrases include 'difference with the help great deal', 'look forward', 'big difference', 'morning', 'visit', 'lovely company', 'hearing aids', 'support', 'Tremendous difference', 'car park', 'good', 'immense difference', 'isolated', and 'husband's carer'.

*"It has given me someone to talk to for support and advise so I don't feel so isolated."*

*"They have given me good advice on where to go to get the help and support that I need."*

*"Lovely cuppa and support."*

*"Has helped me access information for help and support."*

*"A great deal, especially with hearing aids."*

*"To be with people."*

**Adult Audiology Service**

We are very pleased to report that the mobilisation of this new service was very successful, and we began seeing patients in September 2022, after a period of recruitment to two audiology posts, the creation of an additional clinic room and the purchase and installation of Audiology equipment. We are very grateful to Norwich Consolidated Charities for supporting us with capital funding that enables us to purchase all the required equipment, both for the clinic at our premises and that required for domiciliary visits and community-based outreach clinics. By the end of the financial year we set up our community-based clinics in three locations (Norwich, Aylsham and Well-next-the-Sea).

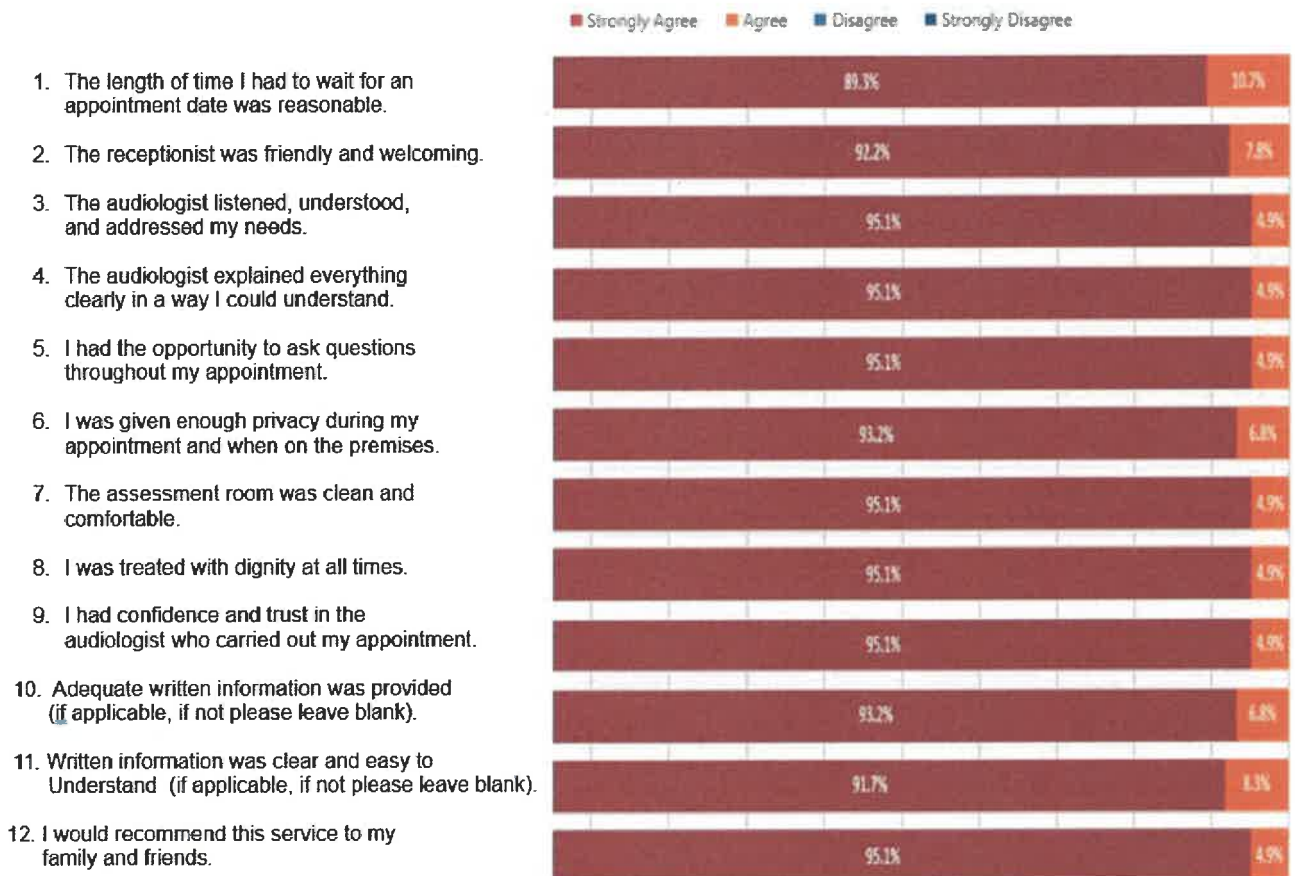
Between September 2022 and March 2023, we have seen 667 patients, of which 456 patients have been assessed and fitted with two hearing aids, 40 with one hearing aids, 19 have been referred to the local hospital ENT and Audiology Departments for further investigation due to the complexity of their condition.

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**TRUSTEES' REPORT (CONTINUED)**  
FOR THE YEAR ENDED 31 MARCH 2023

**Achievements and performance (continued)**

Patients accessing our Adult Audiology Service are provided with a post-assessment/fitting feedback form that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received, as well as gain their contribution toward the service improvement. 103 completed questionnaires have been returned and analysed, providing the following insights:



Further comments have been provided by patients:

- "Excellent service all round. Thank you so much. Such a relief to us both. So looking forward to hearing improvement all round."*
- "Fantastic to get my hearing back."*
- "Can't fault the service here. Lovely receptionist, lovely audiologist who took her time and explained everything to me. Many thanks."*
- "Really did feel I was treated as an individual - thank you."*
- "The audiologist was very friendly and put us at ease. Explained everything in a way we could understand."*
- "A very professional service - many thanks."*
- "Thank you all, so much, for the wonderful, respectful way in which we were both treated. This is a brilliant service that we will recommend highly."*
- "I just want to thank you SO much for arranging for Hear for Norfolk to see me and sort out my hearing problem. I had a wonderful session with the audiologist on Wednesday and came away with a pair of brilliant hearing aids that work perfectly - and connect to an app I have now installed on my iPhone, which makes me feel very high-tech indeed. The audiologist couldn't have been more helpful and explained everything perfectly and very sympathetically. All in all, a much better experience than I'd had with my previous audiologists."*

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Achievements and performance (continued)**

**b. Employees and volunteers**

The Trustees would like to pay tribute to the small team of paid staff for their work, professionalism, and commitment and equally to all the volunteers whose help is essential and invaluable in the delivery of the Hearing Support Service and the Otoscopy Clinic.

The Trustees acknowledge the difficult times faced during the year due to the substantially increased demand and pressure on the services and on staff capacity, as well as due to the development and implementation of a new service. Trustees are very appreciative to all staff and volunteers who have given their utmost to ensure that services continue to be maintained at a high quality and that Hear for Norfolk continues to be a reliable organisation and able to reach the most vulnerable in our county.

The Trustees would also like to thank all our members and the *Friends of NDA* for their continued support and commitment.

**c. Plans for the future**

Our main plans for the coming financial year are:

1. Increase the capacity and expand the reach of the Adult Audiology Service.
2. Further increase the staff capacity to achieve an increase in the number of appointments and reduce the waiting time for the Aural Care Service clinics across Norfolk.
3. Retain the Aural Care Service Contract with NHS Norfolk & Waveney ICB and, and renew the contract with James Paget University Hospital and the SLA with Norfolk and Norwich University Hospital
4. Increase the reach of our Hearing Support Service, by adding additional community-based and mobile clinics, and reach more care homes.
5. Recruit and train additional volunteers for the Hearing Support Service and the Otoscopy Clinics.
6. Maintain positive working relationships with the NHS Norfolk & Waveney ICB, Audiology Departments at the local hospitals and other providers of NHS funded Audiology Services.
7. Fully embed the Cuppa Care Project.
8. Proactively promote the Hearing Loss Awareness Training to care homes, medical practices and other community organisations.
9. Focus resources on raising revenue funds from Trusts and Foundations, individual donors, commercial organisations and Friends of NDA.
10. Explore further collaboration with other local charities that deliver important and complementary services to Norfolk-based citizens.

**Financial review**

**a. Going concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**b. Reserves policy**

Free reserves are unrestricted funds that are freely available to be spent on any of the charity's objectives. Tangible fixed assets and the connected bank loans are not included in free reserves as the assets are essential to the charity's activities and their disposal would adversely impact on its ability to deliver its aims.

The minimum level of free reserves is set by the Board of Trustees on an annual basis and regularly monitored throughout the year. Action will be taken if actual free reserves fall significantly below the level established.

In determining the level of free reserves, Trustees consider the financial impact of the risks facing the charity, including the loss of income from partner agencies and voluntary donations, and balance the need to hold sufficient reserves to enable the charity to:

- Continue its activities when faced with unforeseen circumstances,
- Maximize expenditure on charitable activities.

The policy for 2022/23 was to hold a target minimum level of three months projected annual expenditure and ideally at a target level of six months projected annual expenditure in free reserves (as defined by the Charity Commission), assessed to be £221,563. However, as a result of low level of unrestricted reserves in the previous year, the increase in operational costs due to the need to increase staffing capacity to be able to manage and respond to demand and the changes in funding priorities by many trusts and foundations, this level was not achieved. Therefore, the free reserves as at 31 March 2023 were **£152,486** (2022 - £113,734).

For the 2023/24 financial year the Trustees aim to focus their efforts upon building up the free reserves and have a long-term target of £516,166, which represents six months' projected running costs. In the meantime, all efforts will be made to secure the current reserves target of three months of projected annual expenditure, which is £258,083.

Designated funds are funds set aside by the Trustees out of unrestricted funds to fund specific future purposes and projects. As at 31 March 2023 the charity had no designated funds.

As at 31 March 2023, the Charity had restricted funds of **£33,232**. Restricted funds are funds received for undertaking an activity specified by the donor when making the gift or may result from the terms of an appeal for funds. Details of the restricted funds are given in note 17.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Statement of Trustees' responsibilities**

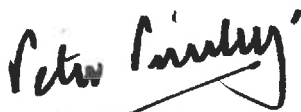
The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



.....  
**P R Prinsley**

Date: 27 July 2023

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Independent examiner's report to the Trustees of Norfolk Deaf Association (NDA) ('the Charity')**

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2023.

**Responsibilities and basis of report**

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of (enter body here), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 31 August 2023

Mr F M E Shippam BSc FCA DChA

**MA Partners LLP**  
Chartered Accountants  
7 The Close  
Norwich  
Norfolk  
NR1 4DJ

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
<b>Income from:</b>					
Donations, grants and legacies	3	75,355	92,356	167,711	116,931
Charitable activities	4	585,568	110,737	696,305	413,207
Other trading activities	5	3,190	-	3,190	2,537
Investments	6	522	-	522	907
<b>Total income</b>		<b>664,635</b>	<b>203,093</b>	<b>867,728</b>	<b>533,582</b>
<b>Expenditure on:</b>					
Raising funds	7,8	21,755	-	21,755	14,191
Charitable activities	9	503,030	232,461	735,491	447,721
<b>Total expenditure</b>		<b>524,785</b>	<b>232,461</b>	<b>757,246</b>	<b>461,912</b>
<b>Net income/(expenditure) before net (losses)/gains on investments</b>					
		<b>139,850</b>	<b>(29,368)</b>	<b>110,482</b>	<b>71,670</b>
Net (losses)/gains on investments		(1,674)	-	(1,674)	277
<b>Net movement in funds</b>		<b>138,176</b>	<b>(29,368)</b>	<b>108,808</b>	<b>71,947</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		122,127	62,600	184,727	112,780
Net movement in funds		138,176	(29,368)	108,808	71,947
<b>Total funds carried forward</b>		<b>260,303</b>	<b>33,232</b>	<b>293,535</b>	<b>184,727</b>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 21 to 44 form part of these financial statements.

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 07966408**

**BALANCE SHEET**  
**AS AT 31 MARCH 2023**

	Note	2023 £	2022 £
<b>Fixed assets</b>			
Tangible assets	13	107,817	31,627
		<u>107,817</u>	<u>31,627</u>
<b>Current assets</b>			
Debtors	14	80,711	30,307
Investments	15	607	28,555
Cash at bank and in hand		163,095	119,971
		<u>244,413</u>	<u>178,833</u>
Creditors: amounts falling due within one year	16	(58,695)	(25,733)
<b>Net current assets</b>		<u>185,718</u>	<u>153,100</u>
<b>Total assets less current liabilities</b>		<u>293,535</u>	<u>184,727</u>
<b>Total net assets</b>		<u>293,535</u>	<u>184,727</u>
<b>Charity funds</b>			
Restricted funds	17	33,232	62,600
Unrestricted funds			
Tangible fixed assets	17	107,817	-
General funds	17	152,486	122,127
Total unrestricted funds	17	<u>260,303</u>	<u>122,127</u>
<b>Total funds</b>		<u>293,535</u>	<u>184,727</u>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 07966408**

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**BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2023**

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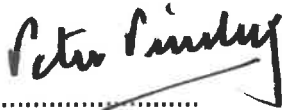
The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



.....  
**P R Prinsley**

Date: 27 July 2023

The notes on pages 21 to 44 form part of these financial statements.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**1. General information**

Norfolk Deaf Association is a company limited by guarantee and registered in England and Wales.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Norfolk Deaf Association (NDA) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**2.2 Income**

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**2. Accounting policies (continued)**

**2.3 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.4 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Short-term leasehold property	-	25%
Medical equipment	-	25%
Motor vehicles	-	25%
Office equipment	-	25%
Computer equipment	-	33%

**2.5 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.6 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**2. Accounting policies (continued)**

**2.7 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

**2.8 Financial instruments**

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**2.9 Pensions**

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

**2.10 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**3. Income from donations, grants and legacies**

	<b>Unrestricted funds 2023 £</b>	<b>Restricted funds 2023 £</b>	<b>Total funds 2023 £</b>
Donations	38,055	-	<b>38,055</b>
Legacies	31,000	-	<b>31,000</b>
Grants	6,300	92,356	<b>98,656</b>
<b>Total 2023</b>	<u>75,355</u>	<u>92,356</u>	<u><b>167,711</b></u>
	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Donations	22,290	-	22,290
Legacies	1,000	-	1,000
Grants	14,250	79,229	93,479
Corporate support	162	-	162
<i>Total 2022</i>	<u>37,702</u>	<u>79,229</u>	<u>116,931</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**4. Income from charitable activities**

	<b>Unrestricted funds 2023 £</b>	<b>Restricted funds 2023 £</b>	<b>Total funds 2023 £</b>
Aural Care - Norfolk CCG contract	324,097	-	<b>324,097</b>
Adult Audiology	143,944	-	<b>143,944</b>
Hearing Support	-	72,467	<b>72,467</b>
Aural Care - Fee income	53,860	-	<b>53,860</b>
Aural Care - James Paget	40,425	-	<b>40,425</b>
Norfolk & Waveney CCG	-	38,270	<b>38,270</b>
NNUH	23,242	-	<b>23,242</b>
Hearing Loss Awareness Training	-	-	-
<b>Total 2023</b>	<b>585,568</b>	<b>110,737</b>	<b>696,305</b>
	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Aural Care - Norfolk CCG contract	204,181	-	204,181
Hearing Support	-	72,467	72,467
Aural Care - Fee income	40,000	-	40,000
Aural Care - James Paget	34,265	-	34,265
Norfolk & Waveney CCG	-	36,270	36,270
NNUH	23,724	-	23,724
Hearing Loss Awareness Training	2,300	-	2,300
<i>Total 2022</i>	<b>304,470</b>	<b>108,737</b>	<b>413,207</b>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**5. Income from other trading activities**

**Income from fundraising events**

	<b>Unrestricted funds 2023 £</b>	<b>Total funds 2023 £</b>	<i>Total funds 2022 £</i>
Friends of NDA	2,549	<b>2,549</b>	2,326
Miscellaneous income	641	<b>641</b>	211
	<u>3,190</u>	<u><b>3,190</b></u>	<u>2,537</u>

**6. Investment income**

	<b>Unrestricted funds 2023 £</b>	<b>Total funds 2023 £</b>	<i>Total funds 2022 £</i>
Dividends received	522	<b>522</b>	907

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**7. Expenditure on raising funds**

**Costs of raising voluntary income**

	<b>Unrestricted funds 2023 £</b>	<b>Total funds 2023 £</b>	<i>Total funds 2022 £</i>
Expenditure on raising voluntary income	-	-	14,069
Wages and salaries	19,116	19,116	-
Social security costs	2,247	2,247	-
Contribution to defined contribution pension schemes	320	320	-
	<u>21,683</u>	<u>21,683</u>	<u>14,069</u>

**8. Investment management costs**

	<b>Unrestricted funds 2023 £</b>	<b>Total funds 2023 £</b>	<i>Total funds 2022 £</i>
Investment management fees	72	72	122
	<u>72</u>	<u>72</u>	<u>122</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**9. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2023 £</b>	<b>Support costs 2023 £</b>	<b>Total funds 2023 £</b>
Hearing Support	134,907	9,463	<b>144,370</b>
Aural Care	358,539	12,121	<b>370,660</b>
Cuppa Care	41,601	773	<b>42,374</b>
Hearing Assessment Service	163,535	3,296	<b>166,831</b>
Community Voices & Rend	11,152	104	<b>11,256</b>
	<u>709,734</u>	<u>25,757</u>	<u><b>735,491</b></u>

	<i>Activities undertaken directly 2022 £</i>	<i>Support costs 2022 £</i>	<i>Total funds 2022 £</i>
Hearing Support	130,540	32,551	163,091
Aural Care	265,683	9,764	275,447
Cuppa Care	7,848	1,335	9,183
	<u>404,071</u>	<u>43,650</u>	<u>447,721</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**9. Analysis of expenditure by activities (continued)**

**Analysis of direct costs**

	<b>Hearing Support 2023 £</b>	<b>Aural Care 2023 £</b>	<b>Cuppa Care 2023 £</b>	<b>Hearing Assessment Service 2023 £</b>
Staff costs	86,554	230,983	25,546	59,354
Depreciation	2,053	16,413	6,149	5,551
Premises	18,733	28,696	2,247	6,770
Legal & Professional	496	1,433	459	496
Computer & IT support	8,495	13,817	847	13,162
General running expenses	12,847	66,375	5,304	77,622
Volunteers costs	5,000	-	9	-
Marketing	729	822	1,040	580
	<u>134,907</u>	<u>358,539</u>	<u>41,601</u>	<u>163,535</u>
			<b>Community Voices &amp; Rend 2023 £</b>	<b>Total funds 2023 £</b>
Staff costs			8,210	<b>410,647</b>
Depreciation			-	<b>30,166</b>
Premises			945	<b>57,391</b>
Legal & Professional			-	<b>2,884</b>
Computer & IT support			600	<b>36,921</b>
General running expenses			1,397	<b>163,545</b>
Volunteers costs			-	<b>5,009</b>
Marketing			-	<b>3,171</b>
			<u>11,152</u>	<u><b>709,734</b></u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**9. Analysis of expenditure by activities (continued)**

**Analysis of direct costs (continued)**

	<i>Hearing Support 2022 £</i>	<i>Aural Care 2022 £</i>	<i>Cuppa Care 2022 £</i>	<i>Hearing Assessment Service 2022 £</i>
Staff costs	43,407	138,763	4,848	-
Depreciation	2,906	14,405	-	-
Premises	27,938	30,590	-	-
Legal & Professional	562	563	-	-
Computer & IT support	6,121	11,584	162	-
General running expenses	24,395	48,075	1,491	-
Volunteers costs	3,700	-	15	-
Marketing	1,375	784	183	-
Other staff costs	20,136	20,919	1,149	-
	<u>130,540</u>	<u>265,683</u>	<u>7,848</u>	<u>-</u>
			<i>Community Voices &amp; Rend 2022 £</i>	<i>Total funds 2022 £</i>
Staff costs			-	187,018
Depreciation			-	17,311
Premises			-	58,528
Legal & Professional			-	1,125
Computer & IT support			-	17,867
General running expenses			-	73,961
Volunteers costs			-	3,715
Marketing			-	2,342
Other staff costs			-	42,204
			<u>-</u>	<u>404,071</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**9. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	<b>Hearing Support 2023 £</b>	<b>Aural Care 2023 £</b>	<b>Cuppa Care 2023 £</b>	<b>Hearing Assessment Service 2023 £</b>
Premises	1,990	3,188	250	752
Legal & Professional	1,220	1,190	119	4
Other staff costs	6,253	7,743	404	2,540
	<u>9,463</u>	<u>12,121</u>	<u>773</u>	<u>3,296</u>
			<b>Community Voices &amp; Rend 2023 £</b>	<b>Total funds 2023 £</b>
Premises			104	<b>6,284</b>
Legal & Professional			-	<b>2,533</b>
Other staff costs			-	<b>16,940</b>
			<u>104</u>	<u><b>25,757</b></u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**9. Analysis of expenditure by activities (continued)**

**Analysis of support costs (continued)**

	<i>Hearing Support 2022 £</i>	<i>Aural Care 2022 £</i>	<i>Cuppa Care 2022 £</i>	<i>Hearing Assessment Service 2022 £</i>
Premises	3,104	3,399	-	-
Legal & Professional	1,975	-	-	-
Other staff costs	27,472	6,365	1,335	-
	<u>32,551</u>	<u>9,764</u>	<u>1,335</u>	<u>-</u>
			<i>Community Voices &amp; Rend 2022 £</i>	<i>Total funds 2022 £</i>
Premises			-	6,503
Legal & Professional			-	1,975
Other staff costs			-	35,172
			<u>-</u>	<u>43,650</u>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**10. Independent examiner's remuneration**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	<b>2,125</b>	<b>1,975</b>

**11. Staff costs**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Wages and salaries	<b>401,566</b>	<b>177,549</b>
Social security costs	<b>26,381</b>	<b>6,757</b>
Contribution to defined contribution pension schemes	<b>4,383</b>	<b>2,712</b>
	<b>432,330</b>	<b>187,018</b>

The average number of persons employed by the Charity during the year was as follows:

	<b>2023</b>	<b>2022</b>
	<b>No.</b>	<b>No.</b>
Employees	<b>21</b>	<b>12</b>

No employee received remuneration amounting to more than £60,000 in either year.

**12. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, no Trustee expenses have been incurred (2022 - £NIL).

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**13. Tangible fixed assets**

	Short-term leasehold property £	Medical equipment £	Motor vehicles £	Office equipment £	Computer equipment £	Total £
<b>Cost or valuation</b>						
At 1 April 2022	-	6,926	86,445	-	13,605	106,976
Additions	9,844	30,147	56,869	2,675	6,821	106,356
Transfers between classes	-	-	-	3,865	(3,865)	-
At 31 March 2023	<u>9,844</u>	<u>37,073</u>	<u>143,314</u>	<u>6,540</u>	<u>16,561</u>	<u>213,332</u>
<b>Depreciation</b>						
At 1 April 2022	-	3,766	61,010	-	10,573	75,349
Charge for the year	1,716	5,784	18,872	531	3,263	30,166
Transfers between classes	-	-	-	3,531	(3,531)	-
At 31 March 2023	<u>1,716</u>	<u>9,550</u>	<u>79,882</u>	<u>4,062</u>	<u>10,305</u>	<u>105,515</u>
<b>Net book value</b>						
At 31 March 2023	<u>8,128</u>	<u>27,523</u>	<u>63,432</u>	<u>2,478</u>	<u>6,256</u>	<u>107,817</u>
At 31 March 2022	<u>-</u>	<u>3,160</u>	<u>25,435</u>	<u>-</u>	<u>3,032</u>	<u>31,627</u>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**14. Debtors**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
<b>Due within one year</b>		
Trade debtors	<b>79,902</b>	<b>28,802</b>
Other debtors	<b>225</b>	<b>-</b>
Prepayments and accrued income	<b>584</b>	<b>1,505</b>
	<b>80,711</b>	<b>30,307</b>

**15. Current asset investments**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Listed investments	<b>-</b>	<b>27,960</b>
Unlisted investments	<b>607</b>	<b>595</b>
	<b>607</b>	<b>28,555</b>

**16. Creditors: Amounts falling due within one year**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Other loans	<b>-</b>	<b>5,000</b>
Trade creditors	<b>46,696</b>	<b>14,966</b>
Other taxation and social security	<b>9,874</b>	<b>3,159</b>
Other creditors	<b>-</b>	<b>633</b>
Accruals and deferred income	<b>2,125</b>	<b>1,975</b>
	<b>58,695</b>	<b>25,733</b>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**17. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>						
Tangible fixed assets	-	-	-	107,817	-	107,817
<b>General funds</b>						
General Funds	122,127	664,635	(524,785)	(107,817)	(1,674)	152,486
<b>Total Unrestricted funds</b>	<b>122,127</b>	<b>664,635</b>	<b>(524,785)</b>	<b>-</b>	<b>(1,674)</b>	<b>260,303</b>
<b>Restricted funds</b>						
The National Lottery Community Fund	5,574	72,467	(72,002)	-	-	6,039
Norfolk Community Foundation Breckland Inspiring Communities Fund	750	5,000	(3,250)	-	-	2,500
Geoffrey Watling Charity	5,000	-	(5,000)	-	-	-
R C Snelling Charitable Trust	4,000	-	(4,000)	-	-	-
Norfolk Community Foundation NHS Charities Together Fund	2,070	24,844	(24,844)	-	-	2,070

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**17. Statement of funds (continued)**

**Statement of funds - current year (continued)**

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Norfolk Community Foundation Transforming Communities Fund	24,000	-	(24,000)	-	-	-
The Clan Trust	5,000	-	(5,000)	-	-	-
Martin Laing Foundation	5,000	-	(5,000)	-	-	-
Norfolk & Waveney CCG	-	38,270	(38,270)	-	-	-
Rotary Club Norwich	11,206	-	-	-	-	11,206
Norwich Consolidated Charities	-	21,788	(21,788)	-	-	-
Other Cuppa Care restricted funds	-	6,016	(2,000)	-	-	4,016
Norfolk & Waveney Community Voices	-	9,480	(9,480)	-	-	-
Norfolk Community Foundation REND project	-	3,528	(1,710)	-	-	1,818
W O Street Charitable Trust	-	3,000	(750)	-	-	2,250
Norfolk Community Foundation - Love Norfolk Fund (Shelroy Trust)	-	5,000	(1,667)	-	-	3,333
Other restricted funds	-	13,700	(13,700)	-	-	-
	<b>62,600</b>	<b>203,093</b>	<b>(232,461)</b>	<b>-</b>	<b>-</b>	<b>33,232</b>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**17. Statement of funds (continued)**

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
<b>Total of funds</b>	<b>184,727</b>	<b>867,728</b>	<b>(757,246)</b>	<b>-</b>	<b>(1,674)</b>	<b>293,535</b>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**17. Statement of funds (continued)**

The National Lottery Community Fund is a three-year funding arrangement to provide funds towards the Hearing Support Service.

The Norfolk Community Foundation Breckland Inspiring Communities Fund funds are used towards the operational costs of the Cuppa Care Project.

The Geoffrey Watling Charity funds were used towards the running costs of the Hearing Support Service.

The R C Snelling Charitable Trust funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Norfolk Community Foundation NHS Charities Together Fund funds are used towards the operational costs of the Cuppa Care Project.

The Norfolk Community Foundation Transforming Communities Fund funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Clan Trust funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Martin Laing Foundation funds are used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

Norfolk & Waveney CCG (now Integrated Care Board) funding is used towards providing advice and a hearing support service for NHS hearing aid users throughout Norfolk and for working with organisations who refer newly diagnosed hearing aid users to the Charity.

Rotary Club Norwich provided funding towards the purchase and conversion of the 'Cuppa Care' bus.

Norwich Consolidated Charities funding was for the purchase of audiology equipment.

The Other Cuppa Care restricted funds are used towards the operational costs of the Cuppa Care Project.

The Norfolk & Waveney Community Voices funds are used towards the delivery of Community Voices Project.

The Norfolk Community Foundation REND project funds are used towards the delivery of REND Project.

The W O Street Charitable Trust funds are used towards the operational costs of the Cuppa Care Project.

The Norfolk Community Foundation - Love Norfolk Fund (Shelroy Trust) funds are used towards the operational costs of the Cuppa Care Project.

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**17. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2021</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2022</i>
	£	£	£	£	£	£
<b>Unrestricted funds</b>						
Tangible fixed assets	-	-	-	-	-	-
<b>General funds</b>						
General Funds	92,156	345,616	(315,922)	-	277	122,127
<b>Total Unrestricted funds</b>	<b>92,156</b>	<b>345,616</b>	<b>(315,922)</b>	<b>-</b>	<b>277</b>	<b>122,127</b>
<b>Restricted funds</b>						
The National Lottery Community Fund	5,574	72,467	(72,467)	-	-	5,574
Norfolk Community Foundation Breckland Inspiring Communities Fund	-	4,500	(3,750)	-	-	750
Geoffrey Watling Charity	-	5,000	-	-	-	5,000
R C Snelling Charitable Trust	-	4,000	-	-	-	4,000
Norfolk Community Foundation NHS Charities Together Fund	-	12,422	(10,352)	-	-	2,070

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**17. Statement of funds (continued)**

**Statement of funds - prior year (continued)**

	<i>Balance at 1 April 2021</i>	<i>Income</i>	<i>Expenditure</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2022</i>
	£	£	£	£	£
Norfolk Community Foundation Transforming Communities Fund	-	25,000	(1,000)	-	24,000
The Clan Trust	-	5,000	-	-	5,000
Martin Laing Foundation	-	5,000	-	-	5,000
Norfolk & Waveney CCG	-	36,270	(36,270)	-	-
Rotary Club Norwich	-	14,007	(2,801)	-	11,206
Norwich Consolidated Charities	-	-	-	-	-
Other Cuppa Care restricted funds	-	-	-	-	-
Norfolk & Waveney Community Voices	-	-	-	-	-
Norfolk Community Foundation REND project	-	-	-	-	-
W O Street Charitable Trust	-	-	-	-	-
Norfolk Community Foundation - Love Norfolk Fund (Shelroy Trust)	-	-	-	-	-
Other restricted funds	-	-	-	-	-
	<u>5,574</u>	<u>183,666</u>	<u>(126,640)</u>	<u>-</u>	<u>62,600</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**17. Statement of funds (continued)**

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
<b>Total of funds</b>	<u>97,730</u>	<u>529,282</u>	<u>(442,562)</u>	<u>-</u>	<u>277</u>	<u>184,727</u>

**18. Summary of funds**

**Summary of funds - current year**

	<b>Balance at 1 April 2022 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers in/out £</b>	<b>Gains/ (Losses) £</b>	<b>Balance at 31 March 2023 £</b>
Designated funds	-	-	-	107,817	-	107,817
General funds	122,127	664,635	(524,785)	(107,817)	(1,674)	152,486
Restricted funds	62,600	203,093	(232,461)	-	-	33,232
	<u>184,727</u>	<u>867,728</u>	<u>(757,246)</u>	<u>-</u>	<u>(1,674)</u>	<u>293,535</u>

**Summary of funds - prior year**

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
General funds	92,156	345,616	(315,922)	277	122,127
Restricted funds	5,574	183,666	(126,640)	-	62,600
	<u>97,730</u>	<u>529,282</u>	<u>(442,562)</u>	<u>277</u>	<u>184,727</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**19. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	<b>Unrestricted funds 2023 £</b>	<b>Restricted funds 2023 £</b>	<b>Total funds 2023 £</b>
Tangible fixed assets	107,817	-	<b>107,817</b>
Current assets	211,181	33,232	<b>244,413</b>
Creditors due within one year	(58,695)	-	<b>(58,695)</b>
<b>Total</b>	<b>260,303</b>	<b>33,232</b>	<b>293,535</b>

**Analysis of net assets between funds - prior year**

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Tangible fixed assets	8,393	23,234	31,627
Current assets	139,467	39,366	178,833
Creditors due within one year	(25,733)	-	(25,733)
<b>Total</b>	<b>122,127</b>	<b>62,600</b>	<b>184,727</b>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**20. Pension commitments**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

The pension cost charge represents contributions payable by the company to the fund and amounted to **£4,383** (2022 - £2,712).

Contributions totaling **£nil** (2022 - £633) were payable to the fund at the balance sheet date and are included in creditors.

**21. Operating lease commitments**

At 31 March 2023 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	<b>2023</b>	<i>2022</i>
	<b>£</b>	<i>£</i>
Not later than 1 year	<b>35,000</b>	<i>35,000</i>
Later than 1 year and not later than 5 years	<b>142,917</b>	<i>175,000</i>
Later than 5 years	<b>-</b>	<i>2,917</i>
	<b>177,917</b>	<i>212,917</i>

**22. Related party transactions**

During the year the charity made payments to Prospect Consultancy, a business in which Aliona Derrett, the Chief Executive Officer, is the sole proprietor, totaling **£nil** (2022 - £56,740) in respect of management and fundraising services.

During 2019 one of the Trustee's made an interest free loan to the charity totaling £10,000. During the year, the charity repaid **£5,000** (2022 - £5,000) of the loan. The remaining loan balance at the balance sheet date is **£nil** (2022 - £5,000).

**NORFOLK DEAF ASSOCIATION (NDA)**

England & Wales - Charity number 1146883

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# Accounts

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Registered number: 07966408  
Charity number: 1146883



is the operating  
name of



The Norfolk Deaf Association

Supporting people with hearing loss and related conditions

## **NORFOLK DEAF ASSOCIATION (NDA)**

**(A company limited by guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2022**

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2022**

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<b>Trustees</b>	P R Prinsley, Chair C I M I C Cant, Vice Chair D J Butler, Treasurer (resigned 27 November 2021) R Moate, Treasurer (appointed 28 March 2022) S R Chalmers J S L Hirst Dr J E Fitzgerald M J Steward (resigned 3 January 2022) Dr M J Platt (appointed 12 August 2021) R Cadman (appointed 25 November 2021)
<b>Company registered number</b>	07966408
<b>Charity registered number</b>	1146883
<b>Registered office</b>	14 Meridian Way Norwich Norfolk NR7 0TA
<b>Patron</b>	Sir Richard Jewson KCVO JP
<b>Chief executive officer</b>	A Derrett
<b>Accountants</b>	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ
<b>Bankers</b>	Santander UK plc Bridle Road Bootle Merseyside L30 4GB
<b>Solicitors</b>	Cozens-Hardy LLP Castle Chambers Opie Street Norwich Norfolk NR1 3DP

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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The Trustees present their annual report together with the financial statements of the Norfolk Deaf Association (NDA) for the year 1 April 2021 to 31 March 2022. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

**Reference and administrative details**

The Norfolk Deaf Association (NDA) is a charitable company founded in 1898 and first registered with the Charity Commission in 1962. In February 2012 NDA registered as a Company Limited by Guarantee and, as a consequence, re-registered with the Charity Commission in April 2012. The Charity's governing documents are the Memorandum and Articles of Association. In July 2020, following the approval from the Charity Commission, NDA began to operate under the working name of Hear for Norfolk.

The address of the registered office is as shown on the first page. Details of the Trustees/Directors, the Patron, senior executive staff and principal professional advisers are also given on the first page.

**Norfolk Deaf Association (NDA) Objects**

The Norfolk Deaf Association's charitable objects are:

"To relieve and assist Deaf and hard-of-hearing people in the mitigation of the effects of whole or partial lack or defect in hearing or speech or both.

To improve the quality of life and relieve the needs of persons with all degrees of hearing loss or hearing related issues by providing items, support, activities or facilities in the interests of social welfare, designed to improve their condition of life." *(extract from NDA's Memorandum and Articles of Association)*

**Structure, governance and management**

**a. Constitution**

Norfolk Deaf Association (NDA) is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association.

**b. Methods of appointment or election of Trustees**

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Structure, governance and management (continued)**

**c. Organisational structure and decision-making policies**

The Trustees of NDA have the overall responsibility for the governance and strategic direction of the Charity. Trustees are either elected or co-opted to the Board and can stand for re-election. The Board of Trustees currently consists of eight Trustees/Directors and has three officers (Chairman, Vice-Chairman and Honorary Treasurer). The Board of Trustees meets quarterly and reviews strategy and performance, and monitors implementation plans and budgets. In line with the requirements of the governing document Trustees also organise an Annual General Meeting at which elections take place and resolutions are passed.

In between the main Board of Trustees meetings, the Chief Executive has regular communications with the Chairman and the Treasurer.

On a day-to-day basis the organisation is managed by the Chief Executive, who has the overall responsibility for strategic planning and operational management, human and financial resources, service delivery, quality control and fundraising. The Chief Executive has extensive experience and expertise in leading third sector organisations, business transformation, change management, organisational development and professional fundraising.

**d. Policies adopted for the induction and training of Trustees**

New Trustees are recruited based on the skills and expertise that have been identified as required to effectively govern the Charity. An open recruitment process, as well as targeted approach, is used when recruiting new Trustees. Interested candidates are asked to submit their CV and a statement about why they wish to join the Board, what particular skills they will bring and what contribution to the Board and the Charity they can make. There is a formal interview with the Chairman, the Treasurer and the Chief Executive. The candidates are also given the opportunity to visit some of the services and attend one or two Board meetings before making the final commitment.

The current Trustees are familiar with the work of the organisation, as the majority of them have been involved with the Charity for a number of years. A skills audit of individual Trustees is undertaken on a regular basis and the findings inform the future recruitment to the Board.

A Trustee induction pack is in place, which is given to all newly recruited Trustees. The pack includes various Charity Commission publications, published accounts, financial procedures, risk assessment documents, the current business plan, working budget, roles and responsibility of a Trustee and the Board, and the Memorandum and Articles.

The Chairman of the Board of Trustees and the Chief Executive meet with new Trustees to cover:

- + The obligations of Trustee Board members
- + The main documents that set out the strategic/operational framework for the Charity
- + Resources and the current financial position
- + Future plans and objectives
- + An overview of the work of the organisation and staff team

Trustees are encouraged to attend training sessions to develop their skills and knowledge.

The Trustees adopted the Charity Commission's Charity Governance Code 2017.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Structure, governance and management (continued)**

**e. Risk management**

The Board is responsible for the management of the risks faced by the Charity. Detailed consideration of the risks is delegated to the Chief Executive. Risks are identified, assessed and controls established throughout the year. A formal review of the Charity's risk management processes is undertaken on an annual basis and risks are reviewed on a rolling cycle.

The key controls used by the Charity include:

- + Strategic planning, budgeting, and management accounting
- + Organisational and governance structure and lines of reporting
- + Formal written policies, which are reviewed regularly
- + Hierarchical authorisation and approval levels
- + Regular assessments of risk at board meetings
- + Formal agenda for trustees' board activity

Through the risk management processes established for the Charity, the Trustees are satisfied that the major risks identified have been adequately mitigated where necessary. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

**Objectives and activities**

**a. Our Vision and Mission**

Our **vision** is to continue to be a provider of high quality and reliable services for people with hearing loss and related conditions, delivered by a team of experienced, knowledgeable, and professional staff and volunteers.

We are dedicated to improving the emotional wellbeing, communication, and the overall quality of life of people with hearing loss and related conditions. This is achieved by providing practical and emotional support, aural care, hearing aid maintenance, hearing loss awareness training, and information on hearing loss and other related conditions.

We are true to our values and they are at the heart of everything we do.

**Inclusivity** – we believe and making our services available and accessible to anyone who needs them. We believe in staff having the ownership of the services we provide and be empowered to proactively make improvements in their areas of work.

**Integrity** – we believe in treating people with respect, being open, honest and trustworthy. We believe in transparency, accountability, recognising our limitations and in strict adherence to confidentiality.

**Responsiveness** – we believe in a safe, timely, effective, efficient and flexible modus operandi. We believe in responding promptly to the changes in need of our service users, as well as the changes required within the organisation to ensure we maintain a high-quality provision.

**Resourcefulness** – we believe in finding effective solutions to solve problems, in assessing the need to enable us find 'a way to help'. We believe in planning in accordance with resources available, working as a team and in a collaborative way with other organisations.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Objectives and activities (continued)**

**b. Main activities undertaken to further the Charity's purposes for the public benefit**

The Trustees confirm that they have complied with their duty in section 4 of the Charities Act 2011 to have due regard to the public benefit guidance used by the Charity Commission for England and Wales. The Trustees further confirm that the activities of the Charity are carried out, in line with its objects, for the public benefit.

The Charity's main objective for the public benefit is:

To provide providing practical and emotional support, aural care, hearing aid maintenance, hearing loss awareness training, and information on hearing loss and other related conditions to people with all degrees of hearing loss in Norfolk.

The Charity achieves this objective by delivering the following services:

**Hearing Support Service** - the aim of this service is to offer assistance to users of NHS hearing aids by providing emotional support, routine maintenance of their hearing aids, advising on their use, communication tactics and the available assistive listening devices. We deliver this service by reaching our service users through home visiting, community-based clinics, and a mobile clinic. This outreach support service is managed and administered by a small team of paid staff and delivered across Norfolk by a team of well-trained and dedicated volunteers. As part of this service, we offer the **Ear Otoscopy clinic**, which is aimed at screening individuals for the presence of ear wax.

**Aural Care Service** - is aimed at improving the quality of life for people who are affected by excessive ear wax. We offer the Aural Care Service (ear wax removal clinics using suction under magnification and, if required, manual instruments), delivered from easily accessible, purpose-built clinic rooms at our premises on Meridian Way, Norwich and through our Mobile Ear Care Clinic. The service is run by a team of professionally trained and experienced Aural Care Practitioners, who are registered nurses and have completed a specialist aural care training.

**The 'Cuppa Care' Project** - offers emotional, wellbeing and practical support, information and advice to members of the community who might experience loneliness or isolation or who might require specialist support or advice. This service is led by Hear for Norfolk and delivered in partnership with local specialist organisations: Vision Norfolk, Hear for Norfolk, Age UK Norwich, Norfolk & Waveney Mind, the Wellbeing Service, Norfolk CAB, Age UK Norfolk and Norfolk LGBT+ Project.

**NHS Hearing Test and Hearing Aid Fitting Services** - audiologists from the Norfolk and Norwich University Hospital (NNUH) provide hearing assessments and the full range of standard NHS hearing and fitting services from the NDA's offices, five days a week between 9am and 5pm. The service is available without visiting the hospital and provides an easily accessible, community based, non-hospital environment. Medical Practices' practitioners can refer to this service through the Choose & Book facility.

**Hearing Loss Awareness Training** - our training aims to increase the awareness and understanding of the challenges faced by people with all degrees of hearing loss in the workplace, education and in social settings. The training is delivered face-to-face as well as online, enabling us to meet the needs of different organisations and individuals.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and performance**

**a. Review of activities**

**Organisational level**

Throughout the year the Trustees have monitored the implementation of the objectives set for the year through the Chief Executive's report at the Board meetings. The Trustees are pleased to report that the service delivery objectives set for the year have been achieved, despite the ongoing challenges caused by the pandemic.

The Trustees are very pleased to report that the organisation continued to deliver its services to people across Norfolk throughout the Covid-19 crisis, due to having a robust business continuity plan in place, a strong and professional team, a range of outreach and mobile services and the additional funds secured during the year. This combination enabled the organisation to reliably continue with the delivery of its services based on the adaptations implemented during the first year of the pandemic.

We are delighted to report that with a generous support from the Geoffrey Watling Charity, the Clan Trust, Norfolk Community Foundation Transforming Community Fund and the NHS Charities Together Fund, the Martin Laing Foundation, the R Snelling Charitable Trust and donations by the members of the Rotary Club of Norwich, we raised the required capital and revenue funds for the 'Cuppa Care' Project, enabling us to purchase and convert the 'Cuppa Care' bus and begin the delivery of the project in July 2021 on a part-time basis initially, taking our multi-disciplinary support across rural communities in Norfolk.

Duncan Baker, North Norfolk MP who officially 'launched' the 'Cuppa Care' project said: "Loneliness and isolation is a real problem in our rural communities, and it has been exacerbated by the pandemic. Given that North Norfolk has a particularly older population, I am really keen to help the 'Cuppa Care' and anything we can do to ensure our older citizens do not feel that there isn't a friendly helping hand there for them."

Based on identified need toward the end of the financial year we have developed and began to run Otoscopy Clinics, which are aimed at screening people for presence of ear wax and referring them for treatment if required. The clinics are run by volunteers who have clinical training and experience (doctors, nurses and audiologists).

We are very pleased to report that following a procurement and tendering process we have been selected as one of the providers of Age Related Hearing Loss Services (hearing assessment and hearing aids fitting for patients age 50+) under an AQP contract with Norfolk & Waveney CCG (Central Locality). The announcement was made in March 2022, with the contract commencement on the 1st July 2022. This development also addresses the findings and recommendations from the independent evaluation carried out by University of East Anglia (UEA) during this financial year. More details within the Hearing Support Service report below.

As in the previous year, despite the tough operational and funding environment, where many funders redirected their funding towards the services directly delivering Covid-related services, we still managed to successfully secure an encouraging level of fundraising income, with funds secured from individual donors, trusts and foundations, together with contracts with the Norfolk and Waveney CCG and the Norfolk and Norwich University Hospital. The second grant year of the National Lottery Community Fund award has been received, out of the pledged three-year £217,401 total grant towards our Hearing Support Service. We also been successful with retaining our contract with the Norfolk and Waveney CCG for the Aural Care Service in the South and the North of the county, and extended it to the West, and renewed our contract with James Paget University Hospital for the same service. These expansions have provided financial security and also enabled us to position our Charity as the key provider of community aural care and hearing support services in the County.

In early March 2022 the staff team carried out a review of the 2021 – 2024 Business Plan, the finding of which

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and performance (continued)**

have been reported to and discussed by the Board of Trustees at their March meeting. The key objectives and priorities for 2022/23 financial year have been agreed as part of these meetings. A summary of these objective can be found in the 'Plans for the future section' of this report.

**Services**

***Hearing Support Service***

The Hearing Support Service (HSS) is delivered across Norfolk by a small team of part-time staff, and a team of well trained and dedicated volunteers, via home visiting, community-based and mobile clinics, over the phone & online and via the postal service.

We are extremely proud that throughout the Covid-19 pandemic, and with the challenges it proceeded to bring, alongside the consequent increase in costs for running the service due to required adaptations to the service delivery model, we continued to deliver this service and have been, and continue to be, a reliable and accessible support organisation for many service users.

Hearing aid maintenance provided by our HSS is absolutely necessary for hearing aid users, as hearing aid components such as tubes, domes, moulds and batteries deteriorate with use and need regular maintenance or replacement to keep the hearing aid effective. HSS support is essential to continued and regular use of hearing aids. The majority of our service users are not able to undertake the self-maintenance due to age related dexterity or memory issues.

Due to the ongoing pandemic the number of volunteers working within the service remained at the average 22, however we have recruited and trained another 4 volunteers at the end of the financial year.

This highly accessible outreach support service offers assistance to users of NHS hearing aids and works in partnership with the Audiology departments at the Norfolk and Norwich University Hospital, Cromer Hospital, James Paget University Hospital, West Suffolk Hospital, Queen Elizabeth Hospital, Scrivens, Specsavers and the Outside Clinic. Referrals to this service come from the aforementioned Audiology providers, Adult Social Services, Residential & Nursing Homes, Sheltered Housing, relatives and self-referrals.

Our Hearing Support Service supports a large proportion of the elderly population of Norfolk. A big percentage of this cohort are experiencing hearing loss by virtue of ageing, but they are also affected by other issues such as loneliness, isolation, ill health, mobility issues and challenges with access to services due to the rurality of our county. Rural and coastal areas of Norfolk experience challenges with their infrastructure, with many residential areas lacking reliable public transport and access to services. We do our best to take our services into the community to ensure equal access.

To measure the outcomes we achieve for our service users, we provide them by post with an Outcomes Measuring Questionnaire (OMQ), which apart from collecting data on the quality of our service and the improvements we could make, is designed to assess and measure the softer outcomes.

During the year we sent out 426 questionnaires to people who accessed the Hearing Support Service in 2021/22 and received back 241 completed questionnaires, with a return rate of 56.6%. The OMQ consists of 25 probing questions. The responses from a few of those questions are highlighted below:

*"What difference has our support made to your ability to use your Hearing Aids?"* – 82.3% reported a Big difference, 12.5% - Some difference, 1.0% - Little difference and 4.2% - No difference.

*"What difference has our support made to your ability to communicate?"* – 65.9% reported a Big difference, 24.5% - Some difference, 2.2% - Little difference and 7.4% - No difference.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and performance (continued)**

*"What difference has our support made to you feeling less lonely and isolated?"* – 47.7% reported a Big difference, 17.2% - Some difference, 12.6% - Little difference and 22.5% - No difference.

*"What difference has our support made to your confidence and self-esteem?"* – 55.3% reported a Big difference, 16.7% - Some difference, 9.6% - Little difference and 18.4% - No difference.

*"What difference has our support made to you to remain active?"* – 57.7% reported a Big difference, 20% - Some difference, 6.9% - Little difference and 15.4% - No difference.

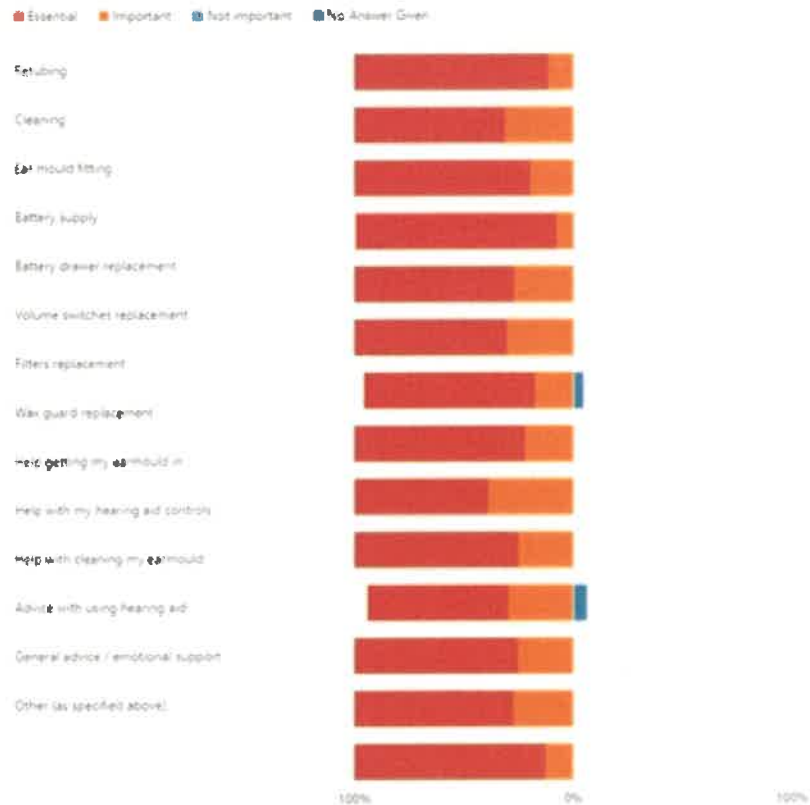
*"What difference has our support made to your wellbeing and the overall quality of life?"* – 65.6% reported a Big difference, 20.9% - Some difference, 5.4% - Little difference and 8.1% - No difference.

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**Achievements and performance (continued)**

*"How important do you rate the support we provide?"*



In addition to using the OMQ to monitor and evaluate our Hearing Support Service in 2021, as mentioned earlier, we have commissioned the University of East Anglia to carry out an external evaluation of this service. The full report is very complimentary and has been published on our website, and below is a summary of the concluding remarks:

*"The evaluation has shown that the services provided by Hear for Norfolk are valuable to people with hearing loss in Norfolk. Without the support to maintain hearing aids, service users felt they would experience much reduced quality of life and mental wellbeing. Hear for Norfolk and the NHS are the preferred providers for hearing assessments, equipment, and maintenance for different reasons. Independent providers did not have any support from interview participants because of poor service and potential health risks.*

*Hear for Norfolk already fills a large gap in service need for people with hearing loss but there were some suggestions to further develop services. One suggestion was for Hear for Norfolk to strengthen its partnership with the NHS and gain funding for hearing assessments, hearing aid provision and wax removal. Other suggestions were for the full restoration and extension of mobile services around Norfolk, development of psychological and befriending services, restore the service to try new assistive listening devices, and further advertise the services provided by Hear for Norfolk.*

*The person-centred care provided by Hear for Norfolk is what sets it apart from other providers of services for people with hearing loss, however, to develop and extend existing services would require consideration of need and extra funding."*

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and performance (continued)**

All participants in the UEA evaluation found the volunteers and staff at Hear for Norfolk were very helpful, thoughtful, and considerate:

*"Well, they gave me good advice how to place it [hearing aid] in, which basically should appreciate when your new to it, it is a bit of a fiddle, they were very patient with things like that. Quietly works away in the back there for people like me keeping us, keeping our hearing efficient."*

During the year ended 31 March 2022 HSS supported **3,137** people through **3,321** appointments, of which **267** received a home visit (285 appointments), **2,067** (2,211 appointments) were seen at a community-based clinic and **803** (825) were helped on the mobile clinic. We estimate that we supported an additional **1,500** people over the phone or e-mail with advice, information or help with accessing services provided by audiology or other healthcare providers. **1,293** new people joined this service during the year.

**Aural Care Service**

The Aural Care Service continued to develop, with our contract with the Norfolk & Waveney CCG being further extended enabling us to accept referrals from medical practices in the West of Norfolk. The contract with James Paget University Hospital has been renewed for another year. Both developments required us to increase the nursing capacity for the service.

During the financial year we have been able to deliver a total of 6,990 aural care appointments. Of those, 5,315 appointments were attended by patients that have been referred by their GP, 1,059 appointments attended by fee-paying patients and 619 appointments attended by patients referred to us by James Paget University Hospital. In addition, we have treated 17 patients in 5 care homes and 17 patients via domiciliary visits.

All patients accessing our Aural Care Service are issued with post-procedure questionnaire that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received. Below is a summary of the responses received from 2,488 patients who completed the form. Patients are asked to agree or disagree with a set of statements:

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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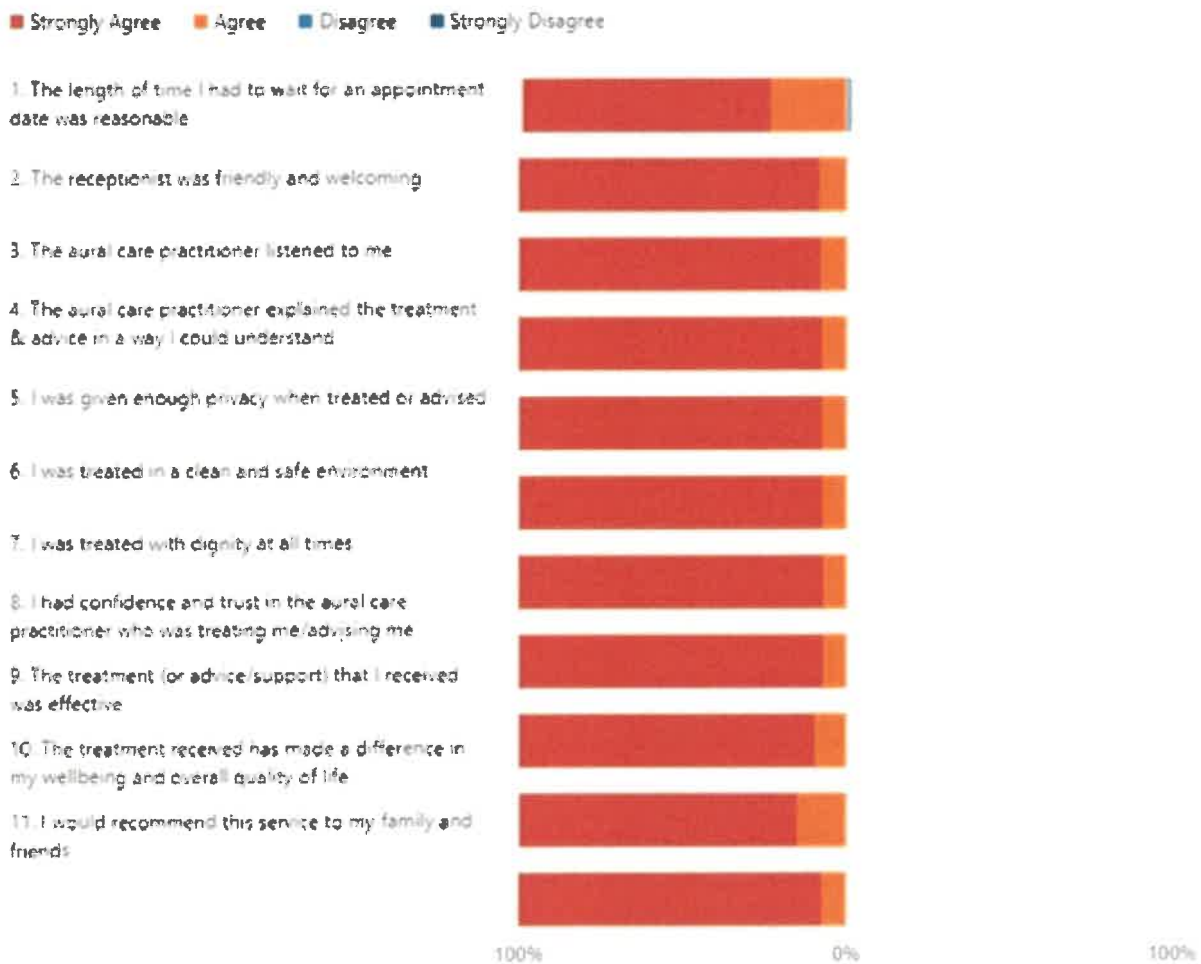
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and performance (continued)**

All patients accessing our Aural Care Service are issued with post-procedure questionnaire that seeks to measure their satisfaction against a number of indicators regarding the care and quality of the service received. Below is a summary of the responses received from 2,488 patients who completed the form. Patients are asked to agree or disagree with a set of statements:



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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and performance (continued)**

Many patients supported their answers with additional comments, a few of which are exemplified below:

*"Very Grateful. Thank you all so much for providing such a great service."*

*"Thank you, I have recommended you several times!"*

*"Really excellent - Really happy - will definitely recommend."*

*"Pleased with service, safety, effectiveness and courtesy. Thank you very much."*

*"Everyone here are always so friendly, very well ran, so glad I found this service."*

*"Treatment and level of care provided was excellent - very friendly staff."*

*"I would not hesitate to use this service again. Staff were very polite and caring and informative. A brilliant service. Thank you!"*

**'Cuppa Care' Project**

We began delivering the pilot of this service in July 2021 on a part-time basis and in partnership with a number of local charities, namely the Rotary Club of Norwich, Vision Norfolk, Age UK Norwich, Norfolk LGBT+ Project, Norfolk & Waveney Mind, Norfolk CAB and Age UK Norfolk.

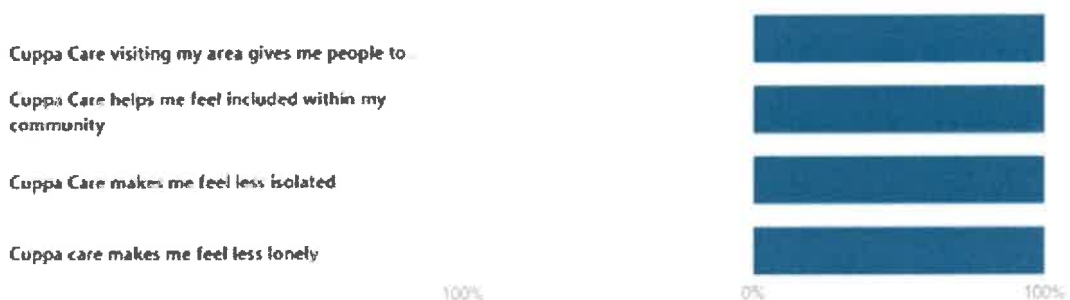
Between July 2021 and end of March 2022 131 sessions have been delivered across Norfolk. At these sessions we supported 124 service users who received help but declined to provide their personal details. Additional 177 service users have been supported through 227 contacts who provided their data and are entered on the project reporting portal. Total number of service users supported during the period was 301. This number does not include by-passers who picked up information/leaflets and enquired about the project.

In February 2022 we introduced a service user feedback form for the project and received 17 responses within the last month of the financial year. Service users we asked to agree or disagree with a series of statements that help us identify the difference our support is making and provide further information regarding the difference our support makes.

1. Please tick the answers that fit closest to how you feel and write as much additional information as you can. Thank you very much!

[More Details](#)

■ Strongly Disagree   ■ Disagree   ■ Agree   ■ Strongly Agree



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NORFOLK DEAF ASSOCIATION (NDA)  
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TRUSTEES' REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022

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Achievements and performance (continued)



***Hearing Loss Awareness Training***

We have been able to provide the training face to face and online to Norfolk County Council Adult Learning Team, Norwich Theatre Royal and a number of Medical Practices across Norfolk. A total of 11 courses have been delivered during the year. Below are some feedback received from the course participants:

“Excellent trainer, great delivery and knowledge.”

“Really enjoyed the role play, well presented course.”

“Engaging, informative and covered all bases. Thank you!”

“Fantastic explanation. I now have a much better understanding of the subject.”

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Achievements and performance (continued)**

**b. Employees and volunteers**

The Trustees would like to pay tribute to the small team of paid staff for their work, professionalism, and commitment and equally to all the volunteers whose help is essential and invaluable in the delivery of the Hearing Support Service and the Otoscopy Clinic. The Trustees acknowledge the difficult times faced during the year due to challenges caused by the pandemic and the substantially increased demand and pressure on the services and on staff capacity, and are very appreciative to all staff and volunteers who have given their utmost to ensure that services continue to be maintained at a high quality and that Hear for Norfolk continues to be a reliable organisation and able to reach the most vulnerable in our county.

The Trustees would also like to thank all our members and the Friends of NDA for their continued support and commitment.

**c. Plans for the future**

Our main plans for the coming financial year are:

1. Mobilise the Adult Audiology Service.
2. Further increase the staff capacity and add additional community-based clinics, to achieve an increase in the number of appointments and reduce the waiting time for the Aural Care Service clinics across Norfolk.
3. Retain the Aural Care Service Contracts with Norfolk & Waveney CCG and James Paget University Hospital.
4. Increase the reach of our Hearing Support Service, by adding additional community-based and mobile clinics, and reach more care homes.
5. Recruit and train additional volunteers for the Hearing Support Service and the Otoscopy Clinics.
6. Maintain the positive working relationships with the Norfolk & Waveney Clinical Commissioning Group, Audiology Departments at the local hospitals and other providers of NHS funded Audiology Services.
7. Fully implement the Cuppa Care Project.
8. Proactively promote the Hearing Loss Awareness Training to care homes, medical practices and other community organisations.
9. Bid for the AQP Ear Clearance contract for Norfolk when Norfolk & Waveney CCG publishes the tender.
10. Focus resources on raising revenue funds from Trusts and Foundations, individual donors, commercial organisations and Friends of NDA.
11. Review the feasibility of the Tinnitus Support Group.
12. Explore further collaboration with other local charities that deliver important and complementary services to Norfolk based citizens.

**Financial review**

**a. Going concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**b. Reserves policy**

Free reserves are unrestricted funds that are freely available to be spent on any of the Charity's objectives. Tangible fixed assets and the connected bank loans are not included in free reserves as the assets are essential to the Charity's activities and their disposal would adversely impact on its ability to deliver its aims.

The minimum level of free reserves is set by the Board of Trustees on an annual basis and regularly monitored throughout the year. Action will be taken if actual free reserves fall significantly below the level established.

In determining the level of free reserves, Trustees consider the financial impact of the risks facing the Charity, including the loss of income from partner agencies and voluntary donations, and balance the need to hold sufficient reserves to enable the Charity to:

- Continue its activities when faced with unforeseen circumstances
- Maximize expenditure on charitable activities.

The policy for 2021/22 was to hold a target minimum level of three months projected annual expenditure, assessed to be £98,633, with an aspirational target level of six months projected annual expenditure in free reserves (as defined by the Charity Commission). The free reserves as at 31 March 2022 were **£113,734**.

For the 2022/23 financial year the Trustees aim to focus their efforts upon building up the free reserves and have a long-term target of £354,399, which represents six months projected running costs. In the meantime, all efforts will be made to secure the current reserves target of three months of projected annual expenditure, which is £177,199.

Designated funds are funds set aside by the Trustees out of unrestricted funds to fund specific future purposes and projects. As at 31 March 2022 the Charity had designated funds of **£nil**.

As at 31 March 2022, the Charity had restricted funds of **£62,600**. Restricted funds are funds received for undertaking an activity specified by the donor when making the gift or may result from the terms of an appeal for funds. Details of the restricted funds are given in note **18**.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Statement of Trustees' responsibilities**

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

P R Prinsley 

Date: 23/7/22

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**Independent examiner's report to the Trustees of Norfolk Deaf Association (NDA) ('the Charity')**

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2022.

**Responsibilities and basis of report**

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of (enter body here), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 3 August 2022

Mr F M E Shippam BSc FCA DChA

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
<b>Income from:</b>					
Donations, grants and legacies	3	37,702	79,229	116,931	69,298
Charitable activities	4	304,470	108,737	413,207	255,144
Other trading activities	5	2,537	-	2,537	3,873
Investments	6	907	-	907	884
<b>Total income</b>		<b>345,616</b>	<b>187,966</b>	<b>533,582</b>	<b>329,199</b>
<b>Expenditure on:</b>					
Raising funds	7,8	14,191	-	14,191	16,921
Charitable activities		301,731	145,990	447,721	267,595
<b>Total expenditure</b>		<b>315,922</b>	<b>145,990</b>	<b>461,912</b>	<b>284,516</b>
<b>Net income before net gains on investments</b>		<b>29,694</b>	<b>41,976</b>	<b>71,670</b>	<b>44,683</b>
Net gains on investments		277	-	277	1,258
<b>Net movement in funds</b>		<b>29,971</b>	<b>41,976</b>	<b>71,947</b>	<b>45,941</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		92,156	20,624	112,780	66,839
Net movement in funds		29,971	41,976	71,947	45,941
<b>Total funds carried forward</b>		<b>122,127</b>	<b>62,600</b>	<b>184,727</b>	<b>112,780</b>

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 21 to 37 form part of these financial statements.

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 07966408**

**BALANCE SHEET**  
**AS AT 31 MARCH 2022**

	Note	2022 £	2021 £
<b>Fixed assets</b>			
Tangible assets	13	31,627	44,663
		<u>31,627</u>	<u>44,663</u>
<b>Current assets</b>			
Debtors	14	30,307	19,972
Investments	15	27,960	28,203
Cash at bank and in hand		120,566	37,567
		<u>178,833</u>	<u>85,742</u>
Creditors: amounts falling due within one year	16	(25,733)	(17,625)
<b>Net current assets</b>		<u>153,100</u>	<u>68,117</u>
<b>Total assets less current liabilities</b>		<u>184,727</u>	<u>112,780</u>
<b>Total net assets</b>		<u><u>184,727</u></u>	<u><u>112,780</u></u>
<b>Charity funds</b>			
Restricted funds	18	62,600	20,624
Unrestricted funds	18	122,127	92,156
<b>Total funds</b>		<u><u>184,727</u></u>	<u><u>112,780</u></u>

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

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NORFOLK DEAF ASSOCIATION (NDA)  
(A company limited by guarantee)  
REGISTERED NUMBER: 07966408

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BALANCE SHEET (CONTINUED)  
AS AT 31 MARCH 2022

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P R Prinsley

*Prinsley*  
28/7/22.

Date:

The notes on pages 21 to 37 form part of these financial statements.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**1. General information**

Norfolk Deaf Association is a company limited by guarantee and registered in England and Wales.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Norfolk Deaf Association (NDA) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**2.2 Income**

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**2. Accounting policies (continued)**

**2.3 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.4 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Plant and machinery	-	25%
Motor vehicles	-	25%
Computer equipment	-	25% - 33%

**2.5 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.6 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**2. Accounting policies (continued)**

**2.7 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

**2.8 Financial instruments**

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**2.9 Pensions**

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

**2.10 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**3. Income from donations, grants and legacies**

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Donations	22,290	-	22,290
Legacies	1,000	-	1,000
Grants	14,250	79,229	93,479
Corporate support	162	-	162
<b>Total 2022</b>	<b>37,702</b>	<b>79,229</b>	<b>116,931</b>
	<i>Unrestricted funds 2021 £</i>	<i>Restricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Donations	20,352	-	20,352
Legacies	8,436	-	8,436
Grants	-	40,510	40,510
<i>Total 2021</i>	<i>28,788</i>	<i>40,510</i>	<i>69,298</i>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**4. Income from charitable activities**

	<b>Unrestricted funds 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total funds 2022 £</b>
Hearing Support	-	72,467	<b>72,467</b>
Hearing Loss Awareness Training	2,300	-	<b>2,300</b>
Aural Care - Norfolk CCG contract	204,181	-	<b>204,181</b>
Aural Care - James Paget	34,265	-	<b>34,265</b>
Aural Care - Fee income	40,000	-	<b>40,000</b>
NNUH	23,724	-	<b>23,724</b>
Norfolk & Waveney CCG	-	36,270	<b>36,270</b>
<b>Total 2022</b>	<b>304,470</b>	<b>108,737</b>	<b>413,207</b>

	<i>Unrestricted funds 2021 £</i>	<i>Restricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Hearing Support	-	72,467	72,467
Aural Care - Norfolk CCG contract	65,235	-	65,235
Aural Care - James Paget	16,280	-	16,280
Aural Care - Fee income	40,121	-	40,121
NNUH	24,771	-	24,771
Norfolk CCGs	-	36,270	36,270
<i>Total 2021</i>	<b>146,407</b>	<b>108,737</b>	<b>255,144</b>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**5. Income from other trading activities**

**Income from fundraising events**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Friends of NDA	2,326	<b>2,326</b>	3,855
Miscellaneous income	211	<b>211</b>	18
	<u>2,537</u>	<u><b>2,537</b></u>	<u>3,873</u>

**6. Investment income**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Dividends received	907	<b>907</b>	884
	<u>907</u>	<u><b>907</b></u>	<u>884</u>

**7. Expenditure on raising funds**

**Costs of raising voluntary income**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Expenditure on raising voluntary income	14,069	<b>14,069</b>	16,775
Fundraising - NDA wages and salaries	-	-	146
	<u>14,069</u>	<u><b>14,069</b></u>	<u>16,921</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**8. Investment management costs**

	<b>Unrestricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<i>Total funds 2021 £</i>
Investment management fees	122	122	-

**9. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2022 £</b>	<b>Support costs 2022 £</b>	<b>Total funds 2022 £</b>
Hearing Support	130,540	32,551	<b>163,091</b>
Aural Care - James Paget	265,683	9,764	<b>275,447</b>
Cuppa Care	7,848	1,335	<b>9,183</b>
	<u>404,071</u>	<u>43,650</u>	<u><b>447,721</b></u>

	<i>Activities undertaken directly 2021 £</i>	<i>Support costs 2021 £</i>	<i>Total funds 2021 £</i>
Hearing Support	96,728	8,199	104,927
Befriending	7,235	298	7,533
Tinnitus Support	1,730	41	1,771
Aural Care - James Paget	145,421	7,943	153,364
	<u>251,114</u>	<u>16,481</u>	<u>267,595</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**9. Analysis of expenditure by activities (continued)**

**Analysis of direct costs**

	Hearing Support 2022 £	Befriending 2022 £	Tinnitus Support 2022 £	Aural Care 2022 £
Staff costs	43,407	-	-	138,763
Other staff costs	20,136	-	-	20,919
General running expenses	24,395	-	-	48,075
Premises	27,938	-	-	30,590
Computer & IT support	6,121	-	-	11,584
Volunteers costs	3,700	-	-	-
Marketing	1,375	-	-	784
Legal & Professional	562	-	-	563
Depreciation	2,906	-	-	14,405
	<u>130,540</u>	<u>-</u>	<u>-</u>	<u>265,683</u>
			<b>Cuppa Care 2022 £</b>	<b>Total funds 2022 £</b>
Staff costs			4,848	<b>187,018</b>
Other staff costs			1,149	<b>42,204</b>
General running expenses			1,491	<b>73,961</b>
Premises			-	<b>58,528</b>
Computer & IT support			162	<b>17,867</b>
Volunteers costs			15	<b>3,715</b>
Marketing			183	<b>2,342</b>
Legal & Professional			-	<b>1,125</b>
Depreciation			-	<b>17,311</b>
			<u>7,848</u>	<u><b>404,071</b></u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**9. Analysis of expenditure by activities (continued)**

**Analysis of direct costs (continued)**

	<i>Hearing Support 2021 £</i>	<i>Befriending 2021 £</i>	<i>Tinnitus Support 2021 £</i>	<i>Aural Care 2021 £</i>
Staff costs	16,138	1,028	651	56,903
Other staff costs	17,781	2,339	671	12,757
Premises	40,505	1,226	-	23,788
General running expenses	12,941	723	43	29,545
Volunteers costs	2,229	-	-	-
Computer & IT support	4,035	233	-	6,813
Legal & Professional	353	19	-	1,442
Marketing	646	-	1	689
Depreciation	2,100	1,667	364	13,484
	<u>96,728</u>	<u>7,235</u>	<u>1,730</u>	<u>145,421</u>
			<i>Cuppa Care 2021 £</i>	<i>Total funds 2021 £</i>
Staff costs			-	74,720
Other staff costs			-	33,548
Premises			-	65,519
General running expenses			-	43,252
Volunteers costs			-	2,229
Computer & IT support			-	11,081
Legal & Professional			-	1,814
Marketing			-	1,336
Depreciation			-	17,615
			<u>-</u>	<u>251,114</u>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**10. Independent examiner's remuneration**

	2022 £	2021 £
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	<u>1,975</u>	<u>1,781</u>

**11. Staff costs**

	2022 £	2021 £
Wages and salaries	177,549	74,063
Social security costs	6,757	-
Contribution to defined contribution pension schemes	2,712	803
	<u>187,018</u>	<u>74,866</u>

The average number of persons employed by the Charity during the year was as follows:

	2022 No.	2021 No.
Employees	<u>12</u>	<u>6</u>

No employee received remuneration amounting to more than £60,000 in either year.

**12. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**13. Tangible fixed assets**

	Plant and machinery £	Motor vehicles £	Computer equipment £	Total £
<b>Cost or valuation</b>				
At 1 April 2021	5,579	86,445	24,997	117,021
Additions	1,686	-	2,589	4,275
Disposals	-	-	(14,320)	(14,320)
Transfers between classes	(339)	-	339	-
At 31 March 2022	<u>6,926</u>	<u>86,445</u>	<u>13,605</u>	<u>106,976</u>
<b>Depreciation</b>				
At 1 April 2021	2,762	48,270	21,326	72,358
Charge for the year	1,004	12,740	3,567	17,311
On disposals	-	-	(14,320)	(14,320)
At 31 March 2022	<u>3,766</u>	<u>61,010</u>	<u>10,573</u>	<u>75,349</u>
<b>Net book value</b>				
At 31 March 2022	<u>3,160</u>	<u>25,435</u>	<u>3,032</u>	<u>31,627</u>
At 31 March 2021	<u>2,817</u>	<u>38,175</u>	<u>3,671</u>	<u>44,663</u>

**14. Debtors**

	2022 £	2021 £
<b>Due within one year</b>		
Trade debtors	28,802	16,391
Prepayments and accrued income	1,505	3,581
	<u>30,307</u>	<u>19,972</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**15. Current asset investments**

	2022	2021
	£	£
Listed investments	<b>27,960</b>	28,203

**16. Creditors: Amounts falling due within one year**

	2022	2021
	£	£
Other loans	<b>5,000</b>	10,000
Trade creditors	<b>14,966</b>	4,452
Other taxation and social security	<b>3,159</b>	1,393
Other creditors	<b>633</b>	-
Accruals and deferred income	<b>1,975</b>	1,780
	<b>25,733</b>	17,625

**17. Financial instruments**

	2022	2021
	£	£
<b>Financial assets</b>		
Financial assets measured at fair value through income and expenditure	<b>148,526</b>	65,770

Financial assets measured at fair value through income and expenditure comprise current asset investments and cash and cash equivalents.

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**18. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>					
General Funds	92,156	345,616	(315,922)	277	122,127
<b>Restricted funds</b>					
Alan Boswell Group Charitable Trust	9,500	-	(9,500)	-	-
Norwich Freemans Charity	550	-	(550)	-	-
The National Lottery Community Fund	5,574	72,467	(72,467)	-	5,574
Norfolk Community Foundation Recovery Fund	2,000	-	(2,000)	-	-
Norfolk Community Foundation Breckland Inspiring Communities Fund	-	4,500	(3,750)	-	750
Geoffrey Watling Charity	-	5,000	-	-	5,000
R C Snelling Charitable Trust	-	4,000	-	-	4,000
Norfolk Community Foundation NHS Charities Together Fund	-	12,422	(10,352)	-	2,070
Norfolk Community Foundation Transforming Communities Fund	-	25,000	(1,000)	-	24,000
The Clan Trust	-	5,000	-	-	5,000
Martin Laing Foundation	-	5,000	-	-	5,000
Norfolk & Waveney CCG	-	36,270	(36,270)	-	-
Rotary Club Norwich	-	14,007	(2,801)	-	11,206
Other restricted funds	3,000	4,300	(7,300)	-	-
	<u>20,624</u>	<u>187,966</u>	<u>(145,990)</u>	<u>-</u>	<u>62,600</u>
<b>Total of funds</b>	<u><u>112,780</u></u>	<u><u>533,582</u></u>	<u><u>(461,912)</u></u>	<u><u>277</u></u>	<u><u>184,727</u></u>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

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**18. Statement of funds (continued)**

The Alan Boswell Group Charitable Trust funds are used towards the cost of delivering the Hearing Support Service.

The Norwich Freemans Charity funds are used towards the costs of training new volunteers.

The Norfolk Community Foundation Recovery Fund funds are used towards the salaries of Aural Care Service staff.

The National Lottery Community Fund is a three year funding arrangement to provide funds towards the Hearing Support Service.

The Geoffrey Watling Charity funds were used towards the running costs of the Hearing Support Service.

The R C Snelling Charitable Trust funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Norfolk Community Foundation NHS Charities Together Fund funds are used towards the operational costs of the Cuppa Care Project.

The Norfolk Community Foundation Transforming Communities Fund funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Clan Trust funds were used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

The Martin Laing Foundation funds are used towards the purchase and conversion of the vehicle for the Cuppa Care Project.

Norfolk & Waveney CCG funding is used towards providing advice and a hearing support service for NHS hearing aid users throughout Norfolk and for working with organisations who refer newly diagnosed hearing aid users to the NDA.

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**18. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2021 £</i>
<b>Unrestricted funds</b>					
General Funds	18,237	179,952	(107,291)	1,258	92,156
<b>Restricted funds</b>					
Alan Boswell Group Charitable Trust	4,000	10,000	(4,500)	-	9,500
Norwich Freemans Charity	3,670	-	(3,120)	-	550
The National Lottery Community Fund	-	72,467	(66,893)	-	5,574
Norfolk Community Foundation Recovery Fund	-	10,000	(8,000)	-	2,000
Geoffrey Watling Charity	833	-	(833)	-	-
Martin Laing Foundation	875	-	(875)	-	-
Norfolk & Waveney CCG	-	36,270	(36,270)	-	-
Clothworkers' Foundation	10,807	-	(10,807)	-	-
Norwich Consolidated Charities	10,000	-	(10,000)	-	-
Edward Gostling Foundation	4,584	-	(4,584)	-	-
Albert Hunt Trust	4,166	-	(4,166)	-	-
Norfolk Community Foundation - Birketts Fund	833	-	(833)	-	-
Norfolk Community Foundation - Saracen's Fund	-	5,000	(5,000)	-	-
Other restricted funds	8,834	15,510	(21,344)	-	3,000
	<u>48,602</u>	<u>149,247</u>	<u>(177,225)</u>	<u>-</u>	<u>20,624</u>
<b>Total of funds</b>	<u><u>66,839</u></u>	<u><u>329,199</u></u>	<u><u>(284,516)</u></u>	<u><u>1,258</u></u>	<u><u>112,780</u></u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**19. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2022 £
General funds	92,156	345,616	(315,922)	277	122,127
Restricted funds	20,624	187,966	(145,990)	-	62,600
	<u>112,780</u>	<u>533,582</u>	<u>(461,912)</u>	<u>277</u>	<u>184,727</u>

**Summary of funds - prior year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2021 £
General funds	18,237	179,952	(107,291)	1,258	92,156
Restricted funds	48,602	149,247	(177,225)	-	20,624
	<u>66,839</u>	<u>329,199</u>	<u>(284,516)</u>	<u>1,258</u>	<u>112,780</u>

**20. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	8,393	23,234	31,627
Current assets	139,467	39,366	178,833
Creditors due within one year	(25,733)	-	(25,733)
<b>Total</b>	<u>122,127</u>	<u>62,600</u>	<u>184,727</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**20. Analysis of net assets between funds (continued)**

**Analysis of net assets between funds - prior year**

	<i>Unrestricted funds 2021 £</i>	<i>Restricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Tangible fixed assets	9,812	34,851	44,663
Current assets	99,969	(14,227)	85,742
Creditors due within one year	(17,625)	-	(17,625)
<b>Total</b>	<b>92,156</b>	<b>20,624</b>	<b>112,780</b>

**21. Pension commitments**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

The pension cost charge represents contributions payable by the company to the fund and amounted to **£2,712** (2021 - £803).

Contributions totaling **£633** (2021 - *£nil*) were payable to the fund at the balance sheet date and are included in creditors.

**22. Related party transactions**

During the year the charity made payments to Prospect Consultancy, a business in which Aliona Derrett, the Chief Executive Officer, is the sole proprietor, totaling **£56,740** (2021 - £50,610) in respect of management and fundraising services.

During the prior year the charity made payments to the husband of the Chief Executive Officer, totaling £3,539 in respect of marketing and sales services, with a focus on the promotion of the Aural Care Service. No such payments were made during the current year.

During 2019 one of the Trustee's made an interest free loan to the charity totaling £10,000. During the year, the charity repaid **£5,000** (2021 - *£nil*) of the loan. The remaining loan balance of £5,000 at the balance sheet date is included in creditors.

**NORFOLK DEAF ASSOCIATION (NDA)**

England & Wales - Charity number 1146883

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# Accounts

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**Supporting people with hearing  
loss and related conditions**

**NORFOLK DEAF ASSOCIATION (NDA)  
(Operating as Hear for Norfolk)  
(A company limited by guarantee)  
UNAUDITED  
TRUSTEES' REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2021**

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**Trustees**

P R Prinsley, Chairman  
C I M I C Cant, Vice Chair  
C J Doggett (resigned 6 August 2020)  
D J Butler, Treasurer  
S R Chalmers  
J S L Hirst  
J E Fitzgerald  
M J Steward  
M J Platt (co-opted 9 July 2020)

**Company registered number**

07966408

**Charity registered number**

1146883

**Registered office**

14 Meridian Way, Norwich, Norfolk, NR7 0TA

**Patron**

Sir Richard Jewson KCVO JP

**Chief Executive Officer**

A Derrett

**Accountants**

MA Partners LLP, 7 The Close, Norwich, Norfolk, NR1 4DJ

**Bankers**

Santander UK plc, Bridle Road, Bootle, Merseyside, L30 4GB

**Solicitors**

Cozens-Hardy LLP, Castle Chambers, Opie Street, Norwich, Norfolk, NR1 3DP

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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The Trustees present their Annual report together with the financial statements of the company for the year 1 April 2020 to 31 March 2021. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

**REFERENCE AND ADMINISTRATIVE DETAILS**

The Norfolk Deaf Association (NDA) is a charitable company founded in 1898 and first registered with the Charity Commission in 1962. In February 2012 NDA registered as a Company Limited by Guarantee and, as a consequence, re-registered with the Charity Commission in April 2012. The company's governing documents are the Memorandum and Articles of Association. In July 2020, following the approval from the Charity Commission, NDA began to operate under the working name of Hear for Norfolk.

The address of the registered office is as shown on the first page. Details of the Trustees/Directors, the Patron, senior executive staff and principal professional advisers are also given on the first page.

**NORFOLK DEAF ASSOCIATION OBJECTS**

Norfolk Deaf Association (NDA)'s charitable objects are:

"To relieve and assist Deaf and Hard-of-Hearing people in the mitigation of the effects of whole or partial lack or defect in hearing or speech or both.

To improve the quality of life and relieve the needs of persons with all degrees of hearing loss or hearing related issues by providing items, support, activities or facilities in the interests of social welfare, designed to improve their condition of life." *(extract from NDA's Memorandum and Articles of Association)*

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**STRUCTURE, GOVERNANCE AND MANAGEMENT**

The Trustees of the Norfolk Deaf Association have the overall responsibility for the governance and strategic direction of the charity. Trustees are either elected or co-opted to the Board and can stand for re-election. The Board of Trustees currently consists of eight Trustees/Directors and has three officers (Chairman, Vice-Chairman and Honorary Treasurer). The Board of Trustees meets quarterly and reviews strategy and performance, and monitors implementation plans and budgets. In line with the requirements of the governing document Trustees also organise an Annual General Meeting at which elections take place and resolutions are passed.

In between the main Board of Trustees meetings the Chief Executive has regular communications with the Chairman and the Treasurer.

New Trustees are recruited based on the skills and expertise that have been identified as required to effectively govern the charity. An open recruitment process, as well as a targeted approach, is used when recruiting new Trustees. Interested candidates are asked to submit their CV and a statement about why they wish to join the Board, what particular skills they will bring and what contribution to the Board and the charity they can make. There is a formal interview with the Chairman, the Treasurer and the Chief Executive. The candidates are also given the opportunity to visit some of the services and one or two Board meetings before making the final commitment.

The current Trustees are familiar with the work of the organisation, as the majority of them have been involved with the charity for a number of years. A skills audit of individual Trustees is undertaken on a regular basis and the findings inform the future recruitment to the Board.

A Trustee induction pack is in place, which is given to all newly recruited Trustees. The pack includes various Charity Commission publications, published accounts, financial procedures, risk assessment documents, the current business plan, working budget, roles and responsibility of a Trustee and the Board, and the Memorandum and Articles.

The Chairman of the Board of Trustees and the Chief Executive meet with new Trustees to cover:

- The obligations of Trustee Board members
- The main documents that set out the strategic/operational framework for the charity
- Resources and the current financial position
- Future plans and objectives
- An overview of the work of the organisation and staff team

Trustees are encouraged to attend training sessions to develop their skills and knowledge.

The Trustees have adopted the Charity Commission's Charity Governance Code 2017.

On a day-to-day basis the organisation is managed by the Chief Executive, who has the overall responsibility for strategic planning and operational management, human and financial resources, service delivery, quality control and fundraising. The Chief Executive has extensive experience and expertise in leading third sector organisations, business transformation, change management, organisational development and fundraising.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)**

**Risk management**

The Board is responsible for the management of the risks faced by the charity. Detailed consideration of the risks is delegated to the Chief Executive. Risks are identified, assessed and controls established throughout the year. A formal review of the charity's risk management processes is undertaken annually and risks are reviewed on a rolling cycle.

The key controls used by the charity include:

- Strategic planning, budgeting, and management accounting
- Organisational and governance structure and lines of reporting
- Formal written policies, which are reviewed annually
- Hierarchical authorisation and approval levels
- Regular assessments of risk at Board meetings
- Formal agenda for Trustees' Board meetings

Through the risk management processes established for the charity, the Trustees are satisfied that the major risks identified have been adequately mitigated where necessary. It is recognised that systems can only provide reasonable but not absolute assurance that major risks have been adequately managed.

**OBJECTIVES AND ACTIVITIES**

**Our Vision and Mission**

Our vision is to continue to be a provider of high quality and reliable services for people with hearing loss and related conditions, delivered by a team of experienced, knowledgeable, and professional staff and volunteers.

We are dedicated to improving the emotional wellbeing, communication, and the overall quality of life of people with hearing loss and related conditions. This is achieved by providing practical and emotional support, aural care, hearing aid maintenance, hearing loss awareness training, and information on hearing loss and other related conditions.

We are true to our values and they are at the heart of everything we do.

**Inclusivity** – we believe and making our services available and accessible to anyone who needs them. We believe in staff having the ownership of the services we provide and be empowered to proactively make improvements in their areas of work.

**Integrity** – we believe in treating people with respect, being open, honest and trustworthy. We believe in transparency, accountability, recognising our limitations and in strict adherence to confidentiality.

**Responsiveness** – we believe in a safe, timely, effective, efficient and flexible modus operandi. We believe in responding promptly to the changes in need of our service users, as well as the changes required within the organisation to ensure we maintain a high-quality provision.

**Resourcefulness** – we believe in finding effective solutions to solve problems, in assessing the need to enable us find 'a way to help'. We believe in planning in accordance with resources available, working as a team and in a collaborative way with other organisations.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**OBJECTIVES AND ACTIVITIES (continued)**

**Our public benefit**

The Trustees confirm that they have complied with their duty in section 4 of the Charities Act 2011 to have due regard to the public benefit guidance used by the Charity Commission for England and Wales. The Trustees further confirm that the activities of the charity are carried out, in line with its objects, for the public benefit.

The charity's main objective for the public benefit is:

To provide providing practical and emotional support, aural care, hearing aid maintenance, hearing loss awareness training, and information on hearing loss and other related conditions to people with all degrees of hearing loss in Norfolk.

The charity achieves this objective by delivering the following services:

**Hearing Support Service** - the aim of this service is to offer assistance to users of NHS hearing aids by providing emotional support, routine maintenance of their hearing aids, advising on their use, communication tactics and the available assistive listening technology. We deliver this service by reaching our service users through home visiting, community-based clinics, and a mobile clinic. This outreach support service is managed and administered by a small team of paid staff and delivered across Norfolk by a team of well-trained and dedicated volunteers.

**Aural Care Service** - is aimed at improving the quality of life for people who are affected by excessive ear wax. We offer the Aural Care Service (ear wax removal clinics using suction under magnification and, if required, manual instruments), delivered from easily accessible, purpose-built clinic rooms at our premises on Meridian Way, Norwich and through our Mobile Ear Care Clinic. The service is run by a team of professionally trained and experienced Aural Care Practitioners, who are registered nurses and have completed an accredited aural care training.

**Cuppa Care' Project (well-being support and befriending)** - this service, which has been developed during 2020/21 financial year (succeeding the Befriending Service) and planned to be launched early in 2021/22 financial year, is run in partnership with a number of local charities, offering support and companionship to members of the community who experience a varied degree of hearing loss, as well as being affected by issues such as loneliness, isolation, mental health issues, physical disability or any other medical condition. The aim of the support provided is to enable a service user to develop coping strategies, or even better, to overcome these difficulties.

**British Sign Language (BSL) practice group** - a peer-led learning group, focused on providing the opportunity for those who have recently learnt BSL to practice and further develop this newly acquired communication skill.

**NHS Hearing Test and Hearing Aid Fitting Services** - audiologists from the Norfolk and Norwich University Hospital (NNUH) provide hearing assessments and the full range of standard NHS hearing and fitting services from the NDA's offices, five days a week between 9am and 5pm. The service is available without visiting the hospital and provides an easily accessible, community based, non-hospital environment. Medical Practices' practitioners can refer to this service through the Choose & Book facility.

**Tinnitus Support Group** - the group exists to provide support, information and coping strategies for those who experience Tinnitus. We have both formal and informal Tinnitus-related discussions, talks and tester therapy sessions, with external speakers sharing their knowledge on advances in the field of Tinnitus.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**OBJECTIVES AND ACTIVITIES (continued)**

**Hearing Loss Awareness Training** – our training aims to increase the awareness and understanding of the challenges faced by people with all degrees of hearing loss in the workplace, education and in social settings. A range of programmes are available to meet the needs of different organisations and individuals, delivered from NDA's training room or client's own premises.

**ACHEIVEMENTS AND PERFORMANCE**

**Organisational level**

Throughout the year the Trustees have monitored the implementation of the objectives set for the year through the Chief Executive's report at the Board meetings. The Trustees are pleased to report that the service delivery objectives set for the year have been achieved, despite the challenges caused by the pandemic.

The Trustees are very pleased to report that the organisation continued to deliver its services to people across Norfolk throughout the Covid-19 crisis, due to having a robust business continuity plan in place, a strong and professional team, cloud-based IT and telephony infrastructure, and the additional funds secured during the year. This combination enabled a swift adaption of the delivery model for our key services (Hearing Support and Aural Care), and continued support for the many vulnerable people with hearing loss in our county. Unfortunately, due to the Government restrictions we had to postpone the running of our face-to-face group support and training, though advice and information was provided via the phone or other media.

We are also delighted to report that with a generous support from the Paul Bassham Trust, the Goodman Trust, Norwich Consolidated Charities and the Clothworkers' Foundation, who helped us raise the required capital funds to enable us to purchase and convert a vehicle, in October 2020 we were able to launch our mobile aural care clinic, enabling us to see patients closer to their homes and across the rural Norfolk.

Sir Richard Jewson, Patron of Hear for Norfolk, who officially 'launched' the aural care mobile clinic said: "Hear for Norfolk is a fine charity. It is wonderful how a small charity can show the way. The mobile microsuction ear wax removal service is much needed."

Despite the tough operational and funding environment, where many funders redirected their funding towards the services directly delivering Covid-related services, we still managed to successfully secure an encouraging level of fundraising income, with funds secured from individual donors, trusts and foundations, together with contracts with the Norfolk and Waveney CCG and the Norfolk and Norwich University Hospital. The first year of the National Lottery Community Funds award has been received, out of the pledged three-year £217,401 total grant towards our Hearing Support Service. We also been successful with extending our contract with the Norfolk and Waveney CCG for the Aural Care Service to the South and the North of the county and secure a contract with James Paget University Hospital for the same service. These expansions have provided financial security and also enabled us to position our charity as the key provider of community aural care and hearing support services in the County.

The Friends of NDA scheme has kept a steady membership of 160 during the year. Due to the pandemic, we were not able to offer the annual lecture and social events for our Friends of NDA members during the year.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**ACHEIVEMENTS AND PERFORMANCE (continued)**

**Service**

**Hearing Support Services**

The Hearing Support Service (HSS) is delivered across Norfolk by a small team of part-time staff, and a team of well trained and dedicated volunteers, via home visiting, community-based and mobile clinics. Historically, we delivered our Hearing Support Service through volunteers predominantly. With many of our volunteers being of the older generation and having to shield, since the Covid pandemic began we have experienced a large reduction in the number of volunteers who can now work for us – the number of volunteers available to us has reduced by 68%.

This highly accessible outreach support service offers assistance to users of NHS hearing aids and works in partnership with the Audiology departments at the Norfolk and Norwich University Hospital, Cromer Hospital, James Paget University Hospital, West Suffolk Hospital, Queen Elizabeth Hospital, Scrivens, Specsavers and the Outside Clinic. Referrals to this service come from the aforementioned Audiology providers, Adult Social Services, Residential & Nursing Homes, Sheltered Housing, relatives and self-referrals.

During the pandemic the HSS volunteers proactively provided emotional support and advice to its service users over the phone or video applications. Where practical help was required, we operated a postal service and sent supplies of tubes, domes and batteries, and provided guidance to service users and/or their families/carers (remotely over the phone or video applications) on how to undertake simple hearing aid maintenance themselves. Where this was not possible our volunteers carried out home visits using appropriate PPE and a 'door-step approach' (service users leaving their hearing aids by the door, so the volunteer can collect them and undertake the maintenance in their car, for example), and adhering to stringent infection prevention and control measures. After the first lockdown we were able to re-open the clinics run from our main office, as well as the mobile clinic, and as from the last quarter of the year we have been successful with re-entering care homes.

Our Hearing Support Service is predominantly supporting the elderly population of Norfolk, which has a disproportionate number of people over the age of 65. A big percentage of this cohort are experiencing hearing loss by virtue of ageing, and other issues such as loneliness, isolation, ill health, mobility issues and challenges with access to services due to the rurality of our county. We do our best to take our services into the community to ensure equal access.

We use Outcomes Measuring Questionnaires to measure the impact of our work. During the 2020/21 financial year we sent 720 questionnaires to people who accessed our Hearing Support Service, and received 599 completed questionnaires back, a return rate of 83.2%. We received the following answers to the qualitative questions we asked: "What difference has our support made to...."

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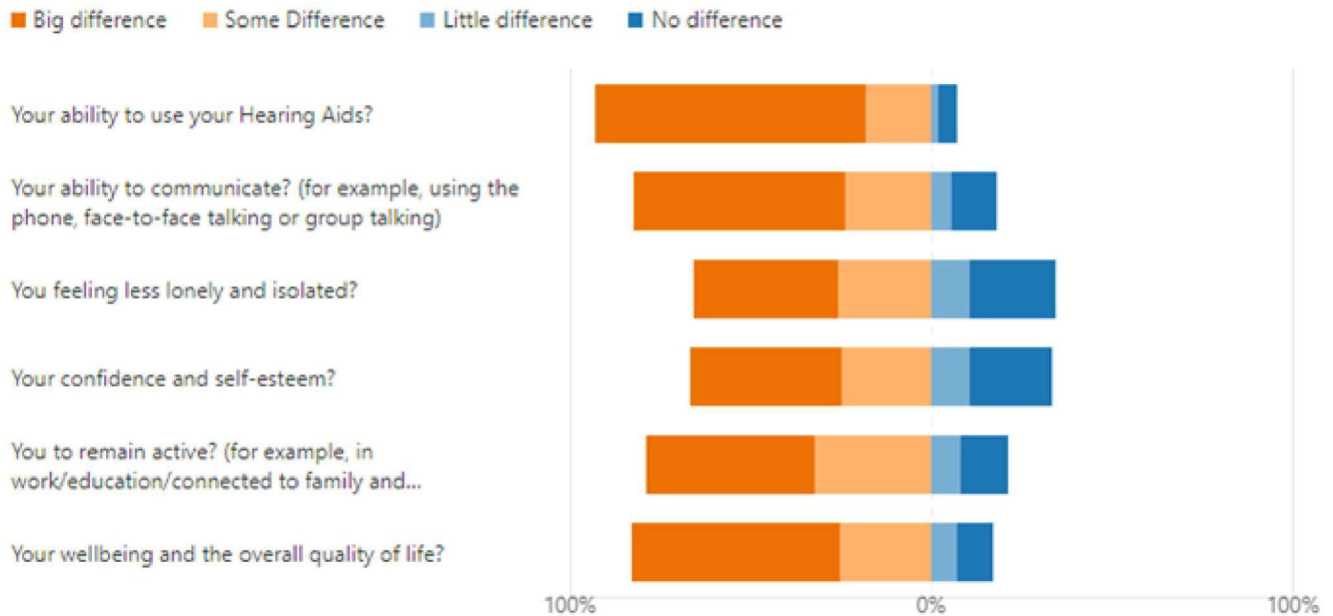
**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**ACHEIVEMENTS AND PERFORMANCE (continued)**



We receive regular unsolicited feedback from services users via e-mail, letters or verbally. A few examples of such feedback are below:

*“Thank you for being there and helping over this difficult time.”*

*“Dear X, you were the one who helped me yesterday, and I want to say how grateful I am to you for your dedicated work and kindness – I just can’t get over the difference you have made to my hearing – and I am so thankful for all that you have done for me. Best wishes to you and your team”.*

*“Thanks very much for having the batteries, filters and tubes all ready for me when I visited NDA this afternoon. Outstanding service!”*

*“Great service from start to finish, I can hear, and I think what you are doing is remarkable. To be seen on a Sunday and during Covid is exceptional, Thank you!”*

*“I am quite overwhelmed and unable to find the words to thank you for your great kindness in providing such a service to me. It was a great pleasure to meet your volunteer today and to receive the benefit of his experience and skills. Indeed, I find that my hearing has improved by some significance. I wish you and your team continued success with your efforts and hope that my modest contribution will be of some help.”*

During the 2020/21 financial year our Hearing Support Service actively supported 1,993 service users through 2,608 appointments, out of 5,966 currently registered with the service, of which 238 service users have been supported though the home visits (doorstep approach) through 388 appointments, 1,474 through a combination of postal and telephone method, and community-based clinics (2,021 appointments), and 157 at the mobile clinic (199 appointments). 952 new service users joined the service during this period and 32 left the service (passed away).

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**ACHEIVEMENTS AND PERFORMANCE (continued)**

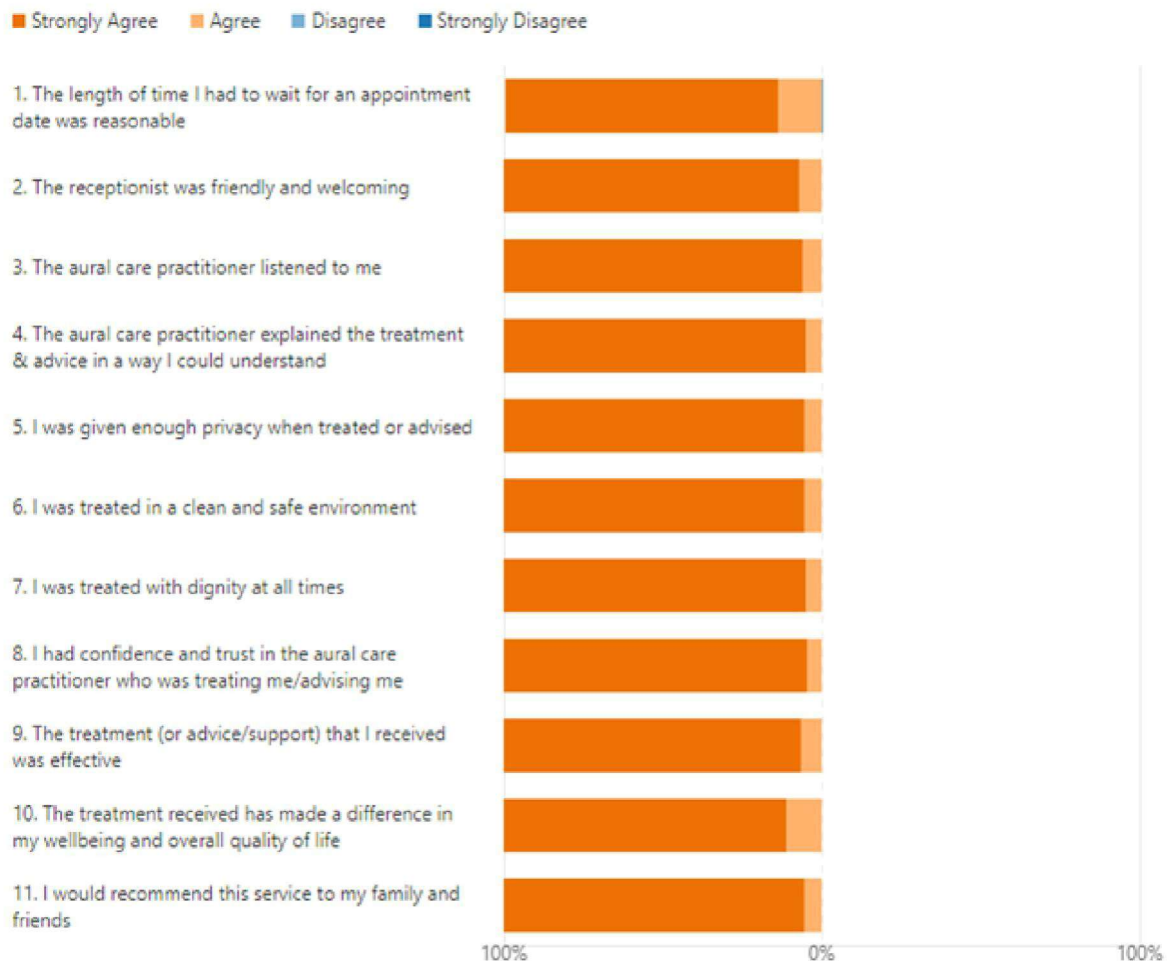
**Aural Care Services**

The Aural Care Service continued to develop and, with the addition of the contract we secured with James Paget University Hospital, the geographical extension of our contract with the Norfolk & Waveney CCG and the addition of our Mobile Ear Care Clinic, we had to recruit and train additional nurses to the team, as well as Mobile Clinic Assistants/Drivers to help us deliver the outreach element of the service.

During the financial year we have been able to treat a total of 2,417 patients, through 3,194 appointments. Of those, 2,324 appointments have been carried out at our aural care clinics in Meridian Way, 541 appointments delivered from the mobile Ear Care clinic and 329 appointments at James Paget University Hospital.

All patients accessing our Aural Care Service are issued with post-procedure questionnaire that seeks to measure their satisfaction with a number of indicators regarding the care and quality of the service received. Below is a summary of the responses received:

Many patients supported their answers with additional comments, a few of which are exemplified below:



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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**ACHEIVEMENTS AND PERFORMANCE (continued)**

*"I would not hesitate to use this service again. Staff were very polite and caring and informative. A brilliant service. Thank you!"*

*"Pleased with service, safety, effectiveness and courtesy. Thank you very much."*

*"Everyone here are always so friendly, very well ran, so glad I found this service."*

*"Brilliant treatment and very reassuring. Even provided me with a wheelchair as I can't walk. Could not have wished for a better service."*

*"Treatment and level of care provided was excellent - very friendly staff."*

*"First class and friendly service with excellent advice."*

**Befriending Service has been succeeded by the 'Cuppa Care' Project**

As mentioned earlier, this service, which has been developed during the 2020/21 financial year (succeeding the Befriending Service) in partnership with a number of local charities, namely the Rotary Club of Norwich, Vision Norfolk, Age UK Norwich, Norfolk LGBT+ Project, Norfolk & Waveney Mind, Norfolk CAB and Age UK Norfolk, is planned to go 'live' in June 2021.

Due to the restrictions imposed during the Covid-19 pandemic we have not been able to run the ***Tinnitus Support Group, the BSL Practice Group and Hearing Loss Awareness Training***, though support and information was provided, when requested, over the phone or online applications.

**Employees, volunteers and members**

The Trustees would like to pay tribute to the small team of paid staff for their work, professionalism, and commitment and equally to all the volunteers whose help is essential and invaluable in the delivery of the Hearing Support Service. The Trustees acknowledge the difficult times faced during the year due to challenges caused by the pandemic and the substantially increased demand and pressure on the services and are very appreciative to all staff and volunteers who have given their utmost to ensure that services continue to be maintained at a high quality and that NDA continues to reach the most vulnerable in our county.

The Trustees would also like to thank all our members and the Friends of NDA for their continued support and commitment.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**ACHEIVEMENTS AND PERFORMANCE (continued)**

**Plans for future periods**

Our main plans for the coming financial year are to:

1. Increase the number of locations and the number of appointments for the Aural Care Service clinics across Norfolk.
2. Retain and increase the number of referrals from Medical Practices in the Norfolk & Waveney CCG area, and increase the number of fee-paying patients booking the Aural Care Service.
3. Increase the reach of our Hearing Support Service, by adding additional community-based and mobile clinics.
4. Recruit and train additional volunteers for our Hearing Support Service, targeting staff from care homes.
5. Expand our Hearing Support Service into care homes.
6. Undertake an external evaluation of the Hearing Support Service.
7. Maintain the positive working relationships with the Norfolk & Waveney Clinical Commissioning Group, NNUH, James Paget University Hospital, West Suffolk Hospital, Queen Elizabeth Hospital, Scrivens, Specsavers and the Outside Clinic.
8. Pilot the Cuppa Care Project.
9. Review the feasibility of the Tinnitus Support Group.
10. Proactively promote the Hearing Loss Awareness Training to care homes, medical practices and other community organisations.
11. Explore the opportunity for bidding jointly with NNUH Audiology for the AQP contract for patients age 50+ in response to Norfolk & Waveney CCG procurement process for this service (expected mid 2021).
12. Explore the feasibility of setting up a Hearing Testing and Fitting Service (fee paying initially) and as a back up to the potential challenges with joint bidding with NNUH.
13. Bid for the AQP Ear Clearance contract for Norfolk when Norfolk & Waveney CCG publishes the tender.
14. Focus resources on raising revenue funds from Trusts and Foundations, individual donors, commercial organisations and Friends of NDA.
15. Explore further collaboration with other local charities that deliver important and complementary services to Norfolk based citizens.

**FINANCIAL REVIEW**

**Going concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Reserves policy**

Free reserves are unrestricted funds that are freely available to be spent on any of the charity's objectives. Tangible fixed assets and the connected bank loans are not included in free reserves as the assets are essential to the charity's activities and their disposal would adversely impact on its ability to deliver its aims.

The minimum level of free reserves is set by the Board of Trustees on an annual basis and regularly monitored throughout the year. Action will be taken if actual free reserves fall significantly below the level established.

In determining the level of free reserves, Trustees consider the financial impact of the risks facing the charity, including the loss of income from partner agencies and voluntary donations, and balance the need to hold sufficient reserves to enable the charity to:

- Continue its activities when faced with unforeseen circumstances,
- Maximize expenditure on charitable activities.

The policy for 2020/21 was to hold a target minimum level of three months projected annual expenditure and ideally at a target level of six months projected annual expenditure in free reserves (as defined by the Charity Commission), assessed to be £75,700. The free reserves as at 31 March 2021 were £82,344.

For the 2021/22 financial year the Trustees aim to focus their efforts upon building up the free reserves and have a long-term target of £197,266, which represents six months projected running costs. In the meantime, all efforts will be made to secure the current reserves target of three months of projected annual expenditure, which is £98,633.

Designated funds are funds set aside by the Trustees out of unrestricted funds to fund specific future purposes and projects. As at 31 March 2021 the charity had designated funds of £nil.

As at 31 March 2021, the charity had restricted funds of £20,624. Restricted funds are funds received for undertaking an activity specified by the donor when making the gift or may result from the terms of an appeal for funds. Details of the restricted funds are given in note 16.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Statement of Trustees' responsibilities**

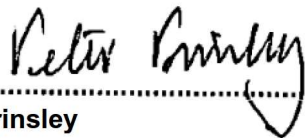
The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



.....  
**P R Prinsley**

Chairman

Date: 12 August 2021

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Independent examiner's report to the Trustees of Norfolk Deaf Association (NDA) ('the company')**

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2021.

**Responsibilities and basis of report**

As the Trustees of the company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's Trustees as a body, for my work or for this report.

Signed:



Dated: 3 September 2021

Mr F M E Shippam BSc FCA DChA

**NORFOLK DEAF ASSOCIATION (NDA)**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
<b>Income from:</b>					
Donations, legacies and grants	2	28,788	40,510	69,298	151,450
Charitable activities	3	146,407	108,737	255,144	79,821
Other trading activities	4	3,873	-	3,873	6,630
Investments	5	884	-	884	925
		<u>179,952</u>	<u>149,247</u>	<u>329,199</u>	<u>238,826</u>
<b>Total income</b>					
<b>Expenditure on:</b>					
Raising funds	6	16,921	-	16,921	21,354
Charitable activities	7	90,370	177,225	267,595	218,469
		<u>107,291</u>	<u>177,225</u>	<u>284,516</u>	<u>239,823</u>
<b>Total expenditure</b>					
<b>Net income/(expenditure) before net gains/(losses) on investments</b>		72,661	(27,978)	44,683	(997)
Net gains/(losses) on investments		1,258	-	1,258	(2,326)
		<u>73,919</u>	<u>(27,978)</u>	<u>45,941</u>	<u>(3,323)</u>
<b>Net movement in funds</b>					
<b>Reconciliation of funds:</b>					
Total funds brought forward		18,237	48,602	66,839	70,162
Net movement in funds		73,919	(27,978)	45,941	(3,323)
		<u>92,156</u>	<u>20,624</u>	<u>112,780</u>	<u>66,839</u>
<b>Total funds carried forward</b>					

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 18 to 33 form part of these financial statements.

**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 07966408**

**BALANCE SHEET**  
**AS AT 31 MARCH 2021**

	Note	2021 £	2020 £
<b>Fixed assets</b>			
Tangible assets	11	44,663	34,980
		44,663	34,980
<b>Current assets</b>			
Debtors	12	19,972	10,632
Investments	13	28,203	26,945
Cash at bank and in hand		37,567	22,037
		85,742	59,614
Creditors: amounts falling due within one year	14	(17,625)	(27,755)
<b>Net current assets</b>		<b>68,117</b>	<b>31,859</b>
<b>Total assets less current liabilities</b>		<b>112,780</b>	<b>66,839</b>
<b>Total net assets</b>		<b>112,780</b>	<b>66,839</b>
<b>Charity funds</b>			
Restricted funds	16	20,624	48,602
Unrestricted funds	16	92,156	18,237
<b>Total funds</b>		<b>112,780</b>	<b>66,839</b>

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

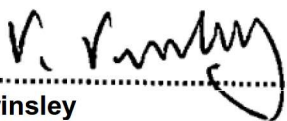
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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**  
**REGISTERED NUMBER: 07966408**

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**BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2021**

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.....  
**P R Prinsley**

Date: 12 August 2021

The notes on pages 18 to 33 form part of these financial statements.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**1. Accounting policies**

**1.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Norfolk Deaf Association (NDA) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**1.2 Income**

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

**1.3 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs, incurred directly in support of expenditure on the objects of the company and include project management carried out at Head Office. Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

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**NORFOLK DEAF ASSOCIATION (NDA)**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**1. Accounting policies (continued)**

**1.4 Tangible fixed assets and depreciation**

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Plant and machinery	- 25% straight line
Motor vehicles	- 25% straight line
Computer equipment	- 25% - 33% straight line

**1.5 Debtors**

Trade and other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid net of any trade discounts due.

**1.6 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**1.7 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

**1.8 Financial instruments**

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**1.9 Pensions**

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**1. Accounting policies (continued)**

**1.10 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**2. Income from donations, legacies and grants**

	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>
Donations	20,352	-	<b>20,352</b>
Legacies	8,436	-	<b>8,436</b>
Grants	-	40,510	<b>40,510</b>
Corporate support	-	-	-
	<u>28,788</u>	<u>40,510</u>	<u><b>69,298</b></u>
	<u><u>28,788</u></u>	<u><u>40,510</u></u>	<u><u><b>69,298</b></u></u>
	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Donations	28,289	-	28,289
Legacies	3,750	-	3,750
Grants	-	119,076	119,076
Corporate support	335	-	335
	<u>32,374</u>	<u>119,076</u>	<u>151,450</u>
	<u><u>32,374</u></u>	<u><u>119,076</u></u>	<u><u>151,450</u></u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**3. Income from charitable activities**

	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>
Hearing Support	-	72,467	<b>72,467</b>
Hearing loss awareness training	-	-	-
Aural Care - Norfolk CCG contract	65,235	-	<b>65,235</b>
Aural Care - Fee income	56,401	-	<b>56,401</b>
NNUH	24,771	-	<b>24,771</b>
Norfolk CCGs	-	36,270	<b>36,270</b>
<b>Total 2021</b>	<b>146,407</b>	<b>108,737</b>	<b>255,144</b>
	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Hearing loss awareness training	964	-	964
Aural Care - Norfolk CCG contract	8,658	-	8,658
Aural Care - Fee income	11,225	-	11,225
NNUH	22,704	-	22,704
Norfolk CCGs	-	36,270	36,270
<i>Total 2020</i>	<b>43,551</b>	<b>36,270</b>	<b>79,821</b>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**4. Income from other trading activities**

**Income from fundraising events**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>Total funds 2020 £</i>
Fundraising	-	-	3,452
Friends of NDA	3,855	<b>3,855</b>	3,098
Miscellaneous income	18	<b>18</b>	80
	<u>3,873</u>	<u><b>3,873</b></u>	<u>6,630</u>

**5. Investment income**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>Total funds 2020 £</i>
Dividends received	884	<b>884</b>	925
	<u>884</u>	<u><b>884</b></u>	<u>925</u>

**6. Expenditure on raising funds**

**Costs of raising voluntary income**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<i>Total funds 2020 £</i>
Expenditure on raising voluntary income	16,775	<b>16,775</b>	17,487
Expenditure on fundraising events	-	-	1,505
Fundraising - wages and salaries	146	<b>146</b>	2,323
Fundraising - pension costs	-	-	39
	<u>16,921</u>	<u><b>16,921</b></u>	<u>21,354</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
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**7. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2021 £</b>	<b>Support costs 2021 £</b>	<b>Total funds 2021 £</b>
Hearing Support	96,728	8,199	<b>104,927</b>
Befriending	7,235	298	<b>7,533</b>
Tinnitus Support	1,730	41	<b>1,771</b>
Aural Care	145,421	7,943	<b>153,364</b>
	<u>251,114</u>	<u>16,481</u>	<u><b>267,595</b></u>

	<i>Activities undertaken directly 2020 £</i>	<i>Support costs 2020 £</i>	<i>Total funds 2020 £</i>
Hearing Support	108,975	8,664	117,639
Befriending	22,443	702	23,145
Tinnitus Support	12,094	704	12,798
Aural Care	59,195	5,692	64,887
	<u>202,707</u>	<u>15,762</u>	<u>218,469</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
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**7. Analysis of expenditure by activities (continued)**

**Analysis of direct costs**

	<b>Hearing Support 2021 £</b>	<b>Befriending 2021 £</b>	<b>Tinnitus Support 2021 £</b>	<b>Aural Care 2021 £</b>	<b>Total funds 2021 £</b>
Staff costs	16,138	1,028	651	56,903	<b>74,720</b>
Other staff costs	17,781	2,339	671	12,757	<b>33,548</b>
Premises	40,505	1,226	-	23,788	<b>65,519</b>
General running expenses	12,941	723	43	29,545	<b>43,252</b>
Volunteers costs	2,229	-	-	-	<b>2,229</b>
Computer & IT support	4,035	233	-	6,813	<b>11,081</b>
Legal & professional	353	19	-	1,442	<b>1,814</b>
Marketing	646	-	1	689	<b>1,336</b>
Depreciation	2,100	1,667	364	13,484	<b>17,615</b>
	<u>96,728</u>	<u>7,235</u>	<u>1,730</u>	<u>145,421</u>	<u><b>251,114</b></u>
	<u>96,728</u>	<u>7,235</u>	<u>1,730</u>	<u>145,421</u>	<u><b>251,114</b></u>
	<i>Hearing Support 2020 £</i>	<i>Befriending 2020 £</i>	<i>Tinnitus Support 2020 £</i>	<i>Aural Care 2020 £</i>	<i>Total funds 2020 £</i>
Staff costs	25,419	6,314	2,797	15,634	50,164
Other staff costs	16,678	3,874	1,938	12,485	34,975
Premises	36,348	5,015	3,502	12,939	57,804
General running expenses	12,756	2,454	2,560	10,760	28,530
Volunteers costs	9,424	1,788	-	-	11,212
Computer & IT support	3,880	633	413	4,448	9,374
Legal & professional	2,192	1,259	326	895	4,672
Marketing	1,297	269	194	825	2,585
Depreciation	981	837	364	1,209	3,391
	<u>108,975</u>	<u>22,443</u>	<u>12,094</u>	<u>59,195</u>	<u>202,707</u>
	<u>108,975</u>	<u>22,443</u>	<u>12,094</u>	<u>59,195</u>	<u>202,707</u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**7. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	<b>Hearing Support 2021 £</b>	<b>Befriending 2021 £</b>	<b>Tinnitus Support 2021 £</b>	<b>Aural Care 2021 £</b>	<b>Total funds 2021 £</b>
Premises	2,122	93	-	2,030	<b>4,245</b>
Other staff costs	5,186	205	41	5,023	<b>10,455</b>
Governance costs	891	-	-	890	<b>1,781</b>
	<u>8,199</u>	<u>298</u>	<u>41</u>	<u>7,943</u>	<u><b>16,481</b></u>

	<i>Hearing Support 2020 £</i>	<i>Befriending 2020 £</i>	<i>Tinnitus Support 2020 £</i>	<i>Aural Care 2020 £</i>	<i>Total funds 2020 £</i>
Premises	2,413	203	205	1,199	4,020
Other staff costs	4,493	499	499	4,493	9,984
Governance costs	1,758	-	-	-	1,758
	<u>8,664</u>	<u>702</u>	<u>704</u>	<u>5,692</u>	<u>15,762</u>

**8. Independent examiner's remuneration**

	<b>2021 £</b>	<b>2020 £</b>
Fees payable to the company's independent examiner for the independent examination of the company's annual accounts	<u><b>1,781</b></u>	<u>1,746</u>

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**9. Staff costs**

	<b>2021</b>	<i>2020</i>
	<b>£</b>	<b>£</b>
Wages and salaries	<b>74,063</b>	<i>52,253</i>
Contribution to defined contribution pension schemes	<b>803</b>	<i>273</i>
	<b>74,866</b>	<i>52,526</i>

Included in the above are redundancy payments totalling £Nil (2020: £11,038).

The average number of persons employed by the company during the year was as follows:

	<b>2021</b>	<i>2020</i>
	<b>No.</b>	<b>No.</b>
Employees	<b>6</b>	<i>5</i>

No employee received remuneration amounting to more than £60,000 in either year.

**10. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £NIL).

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**11. Tangible fixed assets**

	Plant and machinery £	Motor vehicles £	Computer equipment £	Total £
<b>Cost or valuation</b>				
At 1 April 2020	2,606	64,754	22,363	89,723
Additions	2,973	21,691	2,634	27,298
At 31 March 2021	5,579	86,445	24,997	117,021
<b>Depreciation</b>				
At 1 April 2020	1,087	35,530	18,126	54,743
Charge for the year	1,675	12,740	3,200	17,615
At 31 March 2021	2,762	48,270	21,326	72,358
<b>Net book value</b>				
At 31 March 2021	2,817	38,175	3,671	44,663
At 31 March 2020	1,519	29,224	4,237	34,980

**12. Debtors**

	2021 £	2020 £
<b>Due within one year</b>		
Trade debtors	16,391	7,132
Prepayments and accrued income	3,581	3,500
	19,972	10,632

**13. Current asset investments**

	2021 £	2020 £
Listed investments	28,203	26,945

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**14. Creditors: Amounts falling due within one year**

	<b>2021</b>	<i>2020</i>
	<b>£</b>	<b>£</b>
Other loans	<b>10,000</b>	<i>10,000</i>
Trade creditors	<b>4,452</b>	<i>15,557</i>
Other taxation and social security	<b>1,393</b>	<i>389</i>
Other creditors	<b>-</b>	<i>64</i>
Accruals and deferred income	<b>1,780</b>	<i>1,745</i>
	<b><u>17,625</u></b>	<i><u>27,755</u></i>

**15. Financial instruments**

	<b>2021</b>	<i>2020</i>
	<b>£</b>	<b>£</b>
<b>Financial assets</b>		
Financial assets measured at fair value through income and expenditure	<b><u>65,770</u></b>	<i><u>48,982</u></i>

Financial assets measured at fair value through income and expenditure comprise current asset investments and cash and cash equivalents.

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**16. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>					
General Funds	18,237	179,952	(107,291)	1,258	92,156
<b>Restricted funds</b>					
Clothworkers' Foundation	10,807	-	(10,807)	-	-
Norwich Consolidated Charities	10,000	-	(10,000)	-	-
Edward Gostling Foundation	4,584	-	(4,584)	-	-
Albert Hunt Trust	4,166	-	(4,166)	-	-
Alan Boswell Group Charitable Trust	4,000	10,000	(4,500)	-	9,500
Norwich Freemans Charity	3,670	-	(3,120)	-	550
Norfolk Community Foundation - Birketts Fund	833	-	(833)	-	-
Geoffrey Watling Charity	833	-	(833)	-	-
Martin Laing Foundation	875	-	(875)	-	-
The National Lottery Community Fund	-	72,467	(66,893)	-	5,574
Norfolk CCG's	-	36,270	(36,270)	-	-
Norfolk Community Foundation Recovery Fund	-	10,000	(8,000)	-	2,000
Norfolk Community Foundation - Saracens's Fund	-	5,000	(5,000)	-	-
Other restricted funds	8,834	15,510	(21,344)	-	3,000
	<b>48,602</b>	<b>149,247</b>	<b>(177,225)</b>	<b>-</b>	<b>20,624</b>
<b>Total of funds</b>	<b>66,839</b>	<b>329,199</b>	<b>(284,516)</b>	<b>1,258</b>	<b>112,780</b>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**16. Statement of funds (continued)**

The Clothworkers' Foundation funds are used towards the purchase & conversion of vehicle for the mobile Aural Care Service.

The Norwich Consolidated Charities funds are used towards the purchase & conversion of vehicle for the mobile Aural Care Service.

The Edward Gostling Foundation funding is used towards the cost of delivering the Hearing Support Service.

The Albert Trust funding is used towards the cost of delivering the Hearing Support Service.

The Alan Boswell Group Charitable Trust funds are used towards the cost of delivering the Hearing Support Service.

The Norwich Freemans Charity funds are used towards the costs of training new volunteers.

Norfolk Community Foundation - Shelroy Charitable Trust funds were used towards the Hearing Support Service, in particular the volunteers' and operational costs.

The Geoffrey Watling Charity funds were used towards the running costs of the Hearing Support Service.

The Martin Laing Foundation funds are used towards the running costs of the Hearing Support Service.

The National Lottery Community Fund is a three year funding arrangement to provide funds towards the Hearing Support Service.

Norfolk CCG's funding is used towards providing advice and a hearing support service for NHS hearing aid users throughout Norfolk and for working with organisations who refer newly diagnosed hearing aid users to the NDA.

The Norfolk Community Foundation Recovery Fund funds are used towards the salaries of Aural Care Service staff.

Norfolk Community Foundation - Saracen's Fund is used towards the cost of delivering the Hearing Support Service.

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**16. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2020 £</i>
<b>Unrestricted funds</b>					
General Funds	66,481	83,480	(129,398)	(2,326)	18,237
<b>Restricted funds</b>					
Clothworkers' Foundation	700	-	(700)	-	-
Norwich Consolidated Charities	750	1,500	(1,375)	-	875
Edward Gostling Foundation	300	-	(300)	-	-
Albert Hunt Trust	583	-	(583)	-	-
Alan Boswell Group Charitable Trust	932	-	(932)	-	-
Norwich Freemans Charity	416	-	(416)	-	-
Norfolk Community Foundation - Birketts Fund	-	36,270	(36,270)	-	-
Geoffrey Watling Charity	-	24,400	(13,593)	-	10,807
Martin Laing Foundation	-	23,000	(13,000)	-	10,000
The National Lottery Community Fund	-	12,500	(8,500)	-	4,000
Norfolk Community Foundation Recovery Fund	-	5,230	(1,560)	-	3,670
Albert Hunt Trust	-	5,000	(834)	-	4,166
Edward Gostling Foundation	-	5,000	(416)	-	4,584
Norfolk Community Foundation - Birketts Fund	-	5,000	(4,167)	-	833
Geoffrey Watling Foundation	-	5,000	(4,167)	-	833
Other restricted funds	-	32,446	(23,612)	-	8,834
	<u>3,681</u>	<u>155,346</u>	<u>(110,425)</u>	<u>-</u>	<u>48,602</u>
<b>Total of funds</b>	<u><u>70,162</u></u>	<u><u>155,346</u></u>	<u><u>(239,823)</u></u>	<u><u>(2,326)</u></u>	<u><u>66,839</u></u>

**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**17. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2021 £
General funds	18,237	179,952	(107,291)	1,258	92,156
Restricted funds	48,602	149,247	(177,225)	-	20,624
	<u>66,839</u>	<u>329,199</u>	<u>(284,516)</u>	<u>1,258</u>	<u>112,780</u>

**Summary of funds - prior year**

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2020 £</i>
General funds	66,481	83,480	(129,398)	(2,326)	18,237
Restricted funds	3,681	155,346	(110,425)	-	48,602
	<u>70,162</u>	<u>238,826</u>	<u>(239,823)</u>	<u>(2,326)</u>	<u>66,839</u>

**18. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	9,812	34,851	44,663
Current assets	99,969	(14,227)	85,742
Creditors due within one year	(17,625)	-	(17,625)
<b>Total</b>	<u>92,156</u>	<u>20,624</u>	<u>112,780</u>

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**NORFOLK DEAF ASSOCIATION (NDA)**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
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**18. Analysis of net assets between funds (continued)**

**Analysis of net assets between funds - prior year**

	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Tangible fixed assets	5,887	29,093	34,980
Current assets	40,105	19,509	59,614
Creditors due within one year	(27,755)	-	(27,755)
<b>Total</b>	<u>18,237</u>	<u>48,602</u>	<u>66,839</u>

**19. Pension commitments**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £803 (2020 - £274). Contributions totalling £Nil (2020 - £64) were payable to the fund at the balance sheet date and are included in creditors.

**20. Related party transactions**

During the year the charity made payments to Prospect Consultancy, a business in which Aliona Derrett, the Chief Executive Officer, is the sole proprietor, totalling £50,610 (2020: £52,863) in respect of management and fundraising services.

During the year the charity made payments to the husband of the Chief Executive Officer, totalling £3,539 (2020: £2,978) in respect of marketing and sales services, with a focus on the promotion of the Aural Care Service.